



Windlesham Parish Council

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The Council Offices
The Avenue
Lightwater
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ASKING QUESTIONS

Contacting Council Staff

The Council Offices at Lightwater are normally open daily during office hours, Monday to Friday and residents may raise questions or seek advice from staff either in person, by phone or by email. Messages may also be left on our answer machine which will be dealt with as soon as possible.

Contacting Councillors

You may contact any Parish Councillor by phone or by email on matters of concern or to raise questions. It is usually better to contact one of the six Councillors who have been elected for the village in which you live. Their contact details are available from the Council Offices, on public notice boards, in the Parish magazines and on the web site: www.windleshampc.gov.uk.

Not quite sure who to contact?

The Office Staff frequently help residents on matters not related to Windlesham Parish Council. The Council regularly refers local problems to Surrey Heath Borough Council, Surrey County Council, Surrey Police and other authorities. The Parish Council is sometimes able to answer questions on highways defects, planning issues and other matters without referral to higher authorities.

Attending Meetings

Members of the public have the right to attend any Council or Committee meeting and will be made welcome. However, they are not allowed to speak during the proceedings and so an opportunity is provided for them to raise questions by delaying the start of the meeting for up to 20 minutes for "**Public Question Time**".

Members of the public must adhere to the following established procedure for raising questions in this way.

Public Question Time

- When you arrive, tell the Councillor or the Clerk that you wish to raise a question.
- You may ask one question and speak on that topic for up to 5 minutes.
- The Chairman will, at his/her sole discretion, allow the question and try to give you a satisfactory answer.
- If the Chairman cannot give an immediate answer until the matter has been investigated, your question will be answered as soon as possible.
- You may put a further question to the Councillors but only on the same topic. This will be answered in the same way.
- Depending on time remaining within the allocated period of 20 minutes, others attending the meeting will be given the same opportunity to raise questions.
- Once Public Question Time has been concluded and the meeting has commenced, you are not allowed to speak. However, you are welcome to attend and listen during the meeting but, should there be any confidential items, both the public and the press will be asked to leave.