



SANDHURST TOWN COUNCIL

COUNCIL OFFICES
SANDHURST MEMORIAL PARK
YORKTOWN ROAD
SANDHURST, BERKSHIRE
GU47 9BJ

Tel: 01252 879060 (24hr answer phone)

Fax: 01252 860070

Executive Officer
Stephen Chown

Email: stc@sandhurst.gov.uk

All Town Council Meetings are open to the Public and Press.

Dear Councillors Mrs P. McKenzie (Mayor), N. Allen, Mrs J. Bettison, P. Bettison, D. Birch, G. Birch, A. Blatchford, M. Brossard, Mrs C. Cupper, A. Davis, D. Evans, P. Hodge, R. McKenzie, K. Miah, B. Piggin, J. Porter, G. Ramsey, A. Ronca, M. Sanderson, A. Shellhorn, C. Thompson, P. Wallington, A. Ward, P. Widdowson (Deputy Mayor)

You are hereby summoned to attend a meeting of the **Sandhurst Town Council** to be held in the **Kitty Dancy Room, Sandhurst Community Hall Complex, Sandhurst**, on **Thursday 5th March 2015 at 7.30pm** for the purpose of considering and resolving upon the subjects and matters set out in the agenda below.

Stephen Chown (Executive Officer)

1. Book of Remembrance

To stand in silence for the turning of a page in the Book of Remembrance.

2. Questions from Members of the Public

Prior to the start of the meeting an opportunity is provided for the people of Sandhurst to ask questions of, and make comments to, the Town Council. Members of the Public are requested to restrict their questions and comments to three minutes. Questions which are not answered at this meeting will be answered in writing to the person asking the question.

3. Apologies for absence

To receive and accept apologies for absence.

4. Members' interests

To receive any declaration of interests from Members on the business to be transacted.

5. Minutes of Town Council meetings

To receive and confirm the Minutes of the proceedings of the Town Council Meetings held on 08 January 2015 and 05 February 2015, as a true and correct record (pages 0209-0212 and page 228 respectively) (Decision item)

6. Mayor's Report

To receive any communications or announcements from the Mayor and the list of engagements attended since the last Council meeting (Annexe 1). (Information item)

7. Strategy and Policy Committee Meeting

To receive and adopt the minutes and any recommendations of the Strategy and Policy Committee meeting held on 29 January 2015 (pages 0222-0225). (Decision item)

8. Leisure Committee Meeting

To receive and adopt the minutes and any recommendations of the Leisure Committee meeting held on 22 January 2015 (pages 0219-0221). (Decision item)

9. Environment Committee Meeting

To receive and adopt the minutes and any recommendations of the Environment Committee meeting held on 15 January 2015 (pages 0213-0215). (Decision item)

10. Planning Committee Meeting

To receive and adopt the minutes and any recommendations of the Planning Committee meeting held on: 22 December 2014 (page 0207-208); 19 January 2015 (pages 0216-0218); 02 February 2015 (pages 0226-227) and 16 February 2015 (pages 0229-0230). (Decision item)

11. Councillors' Reports

To receive any reports from members serving on the Borough Council or members who represent the Town Council on Outside Bodies. (Information item)

12. Executive Officer Report

To receive the report reference EOR 02/15. (Annexe 2) (Information item)

13. Balance at Bank

To receive the balances at the bank as at 31 October 2014. (Information item)

Current account	£2,000
Business reserve	£309,710
Capital reserve	£373,445
Mayors Charity	£1548

14. Accounts – Payments and Receipts

To receive and authorise the schedule of payments and receipts for December 2014 and January 2015 (Annexe 3). (Decision item)

15. Adoption of Standing Orders, Financial Regulations and Terms of Reference

Further to the extensive review of documentation by Strategy and Policy Committee and following consultation with councillors via draft versions, the new documents are before Town Council to be formally adopted. Supporting papers include a separate printed booklet of the new documents for councillors, with the proposed effective date of 06 March 2015. (Decision item)

16. Openness Protocol

To consider and adopt the draft Protocol for Reporting at Meetings, with proposed effective date of 06 March 2015. (Annexe 5) (Decision item)

17. Complaints Procedure

Further to resolution 445 of Strategy and Policy the revised complaints procedure is presented for information. (Annexe 6) (Information item)

18. Date of next meeting (Procedural item)

To confirm the date of the next meeting as 14 May 2015. (Information item)

ANNEXE 1

Report: Mayoral Engagements to 9 February 2015	
Meeting: Town Council	Date: 05 March 2015
Agenda item: 6	Author: Cllr Mrs P McKenzie

2015	Event details
10.1.15	Bracknell Forest Society AGM
26.1.15	Signing of Bracknell Forest Community Covenant
7.2.15	Mayor's Charity Quiz
9.2.15	Presentation of grant to Sandhurst & District Corps of Drums
Note:	* Denotes attendance by Deputy Mayor on behalf of the Mayor ** Denotes attendance by Mayor and Deputy Mayor

ANNEXE 2: Executive Officer's Report (EOR 02/15)	
Meeting: Town Council	Date: 08 January 2015
Agenda item: 12	Author: Stephen Chown

1. Purpose of report

To appraise the Sandhurst Town Council of any important operational matters in the period January and February 2015 and to update with regard to work ongoing from previous decisions of the Town Council.

2. Precept

Further to resolution 450 the letter of precept has been issued to Bracknell Forest Council.

3. Interim Internal Audit Report

Further to resolution 440 of Strategy and Policy committee the interim Internal Audit report has been received, with all items having been addressed at the time the report was received by Strategy and Policy. There is nothing therefore outstanding that would need to come before the Town Council.

4. Residents Survey

In the results of the Residents Survey recently completed independently on behalf of BFC, Sandhurst ranked highest for 'Resident satisfaction with the services provided by the Parish/Town Council', scoring 89%.

ANNEXE 3

PAYMENTS - DECEMBER 2014			
Date Paid	Payee Name	Cheque	Amount Paid
04/12/2014	Petty Cash	12372	£183.51
01/12/2014	AJP Safety Ltd	12373	£1,374.75
01/12/2014	Bracknell Forest Council	12374	£500.00
01/12/2014	Canon Business Solutions	12375	£76.73
01/12/2014	Direct Fundraising.co.uk	12376	£73.38
01/12/2014	Peninsuals Business Services	12377	£1,116.00
01/12/2014	Perfect Fit	12378	£333.60
01/12/2014	Quality Stationers & Printers	12379	£302.96
01/12/2014	Wernick Event Hire	12380	£252.00
10/12/2014	A1 Services (Southern) Ltd	12381	£176.19
10/12/2014	GDL Electrical Ltd	12382	£204.00
10/12/2014	King & Sons (Sandhurst)	12383	£72.94
10/12/2014	The Lawnmower Surgery	12384	£698.23
10/12/2014	Playground Services Ltd	12385	£284.40
10/12/2014	Sound & Lighting Hire	12386	£2,328.88
10/12/2014	Lister Wilder	12387	£636.20
10/12/2014	Royal County Of Berkshire Pension Fund	12388	£797.15
10/12/2014	Aluminium Scaffold Towers	12389	£919.99
10/12/2014	Veolia Environmental Services	12390	£458.71
10/12/2014	MARS Drinks UK Ltd	12391	£265.90
11/12/2014	Sandhurst W.I.	12392	£30.00
12/12/2014	Events Medicine Company Ltd	12393	£1,621.20
16/12/2014	Abracadabra Leaflet Distribution	12394	£11,250.50
16/12/2014	Claire Connell	12395	£376.25
16/12/2014	Dawnus Construction Ltd	12396	£40,170.13
16/12/2014	Dennis Artis Tree Care Surgeon	12397	£582.00
16/12/2014	GDL Electrical Ltd	12398	£2,184.00
16/12/2014	Interserve FS (UK) Ltd	12399	£135.90
16/12/2014	King & Sons (Sandhurst)	12400	£186.60
16/12/2014	SLCC	12401	£250.00
16/12/2014	SLCC	12402	£69.00
17/12/2014	Sandhurst & District Corps Of Drums	12403	£1,000.00
17/12/2014	A1 (Services Southern Ltd)	12404	£31.58
17/12/2014	Cancelled Cheque	12405	£0.00
17/12/2014	The Lawnmower Surgery	12406	£248.40
17/12/2014	Bracknell Forest Council	12407	£21.84
17/12/2014	PHS Group	12408	£532.58
22/12/2014	Thomas Fattorini Ltd	12409	£1,078.53
22/12/2014	Holland MacLennan & Co	12410	£297.00
22/12/2014	Hopper Stonemasons	12411	£3,480.00
22/12/2014	Vodafone Ltd	12412	£88.65
22/12/2014	Wybone Ltd	12413	£494.40
22/12/2014	W F Senate	12414	£437.40
22/12/2014	A Merrills	12415	£360.00
24/12/2014	Beat-A Pest Environmental Services	12416	£330.00
24/12/2014	SGL Industries	12417	£447.52
24/12/2014	Screwfix Direct Ltd	12418	£340.28
24/12/2014	Lister Wilder	12419	£112.69
01/12/2014	Bracknell Forest Council	DD	£530.00
01/12/2014	Bracknell Forest Council	DD	£177.00
01/12/2014	British Gas	DD	£267.32
01/12/2014	British Gas	DD	£646.78
01/12/2014	British Gas	DD	£93.77
01/12/2014	British Gas	DD	£15.67
01/12/2014	British Gas	DD	£94.35
01/12/2014	Thamesway Limited	DD	£216.00
01/12/2014	Right Fuel Limited	DD	£1.20
08/12/2014	Nat West	DD	£20.36
10/12/2014	Mainstream Digital Limited	DD	£354.74
12/12/2014	South East Water	DD	£23.69
15/12/2014	Nat West Bankline	DD	£28.00
16/12/2014	South East Water	DD	£1,239.69
22/12/2014	South East Water	DD	£41.06
22/12/2014	HMRC	DD	£4,924.92
24/12/2014	British Gas	DD	£329.77
31/12/2014	Nat West	DD	£72.26
	TOTAL		£86,288.55

PAYMENTS - JANUARY 2015			
Date Paid	Payee Name	Cheque	Amount Paid
05/01/2015	Petty Cash	12420	£231.89
01/01/2015	A1 Services (Southern) Ltd	12421	£149.78
01/01/2015	AJP Safety Ltd	12422	£0.30
01/01/2015	King & Sons (Sandhurst) Ltd	12423	£561.55
01/01/2015	Quality Stationers & Printer	12424	£261.55
01/01/2015	Claire Connell	12425	£116.55
13/01/2015	A1 Services (Southern) Ltd	12426	£109.98
13/01/2015	Perfect Fit	12427	£333.60
13/01/2015	Bracknell Printroom Group	12428	£1,161.00
13/01/2015	Lister Wilder	12429	£156.00
13/01/2015	Royal County Of Berkshire Pension Fund	12430	£797.15
13/01/2015	Chubb Electronic Security Ltd	12431	£660.36
13/01/2015	Rigby Taylor Ltd	12432	£987.00
13/01/2015	Rialtas Business Solutions	12433	£312.00
15/01/2015	Bracknell Forest Council	12434	£121.84
15/01/2015	Veolia Environmental Services	12435	£518.15
15/01/2015	Chubb Electronic Security Ltd	12436	£141.48
15/01/2015	Guardwell Securities	12437	£43.58
15/01/2015	Screwfix Direct Ltd	12438	£65.33
22/01/2015	Chubb Electronic Security Ltd	12439	£255.37
22/01/2015	Thomas Fattorini	12440	£432.95
22/01/2015	Vodafone Ltd	12441	£35.49
25/01/2015	Bethan Coldwell	12442	£200.00
23/01/2015	Trade UK	12443	£263.98
27/01/2015	T Gough	12444	£200.00
27/01/2015	BDS Computers Ltd	12445	£370.71
27/01/2015	Canon Business Solutions	12446	£118.81
27/01/2015	Guardwell Securities	12447	£80.06
01/01/2015	British Gas	DD	£1,106.82
01/01/2015	British Gas	DD	£126.30
01/01/2015	British Gas	DD	£10.94
01/01/2015	British Gas	DD	£1.10
01/01/2015	British Gas	DD	£249.74
01/01/2015	Thamesway Limited	DD	£216.00
06/01/2015	Bracknell Forest Council	DD	£530.00
06/01/2015	Bracknell Forest Council	DD	£177.00
13/01/2015	Mainstream Digital Ltd	DD	£138.38
13/01/2015	Right Fuel Limited	DD	£1.20
15/01/2015	Nat West	DD	£9.36
22/01/2015	HMRC	DD	£5,137.38
30/01/2015	Nat West	DD	£55.46
	TOTAL		£16,446.14

RECEIPTS DECEMBER 2014

Date	Name of Payer	£ Amount
01/12/2014	Slimming World	£216.32
02/12/2014	South England Home Educators Network	£5.00
02/12/2014	NHS Blood & Transplant	£74.80
04/12/2014	Sandhurst Tennis Club	£36.24
05/12/2014	Sandhurst Town Boys & Girls FC	£856.00
09/12/2014	B Coldwell - Zumba	£84.36
09/12/2014	B Coldwell - Zumba	£112.48
09/12/2014	R Webb - Little Kickers	£132.00
11/12/2014	Sandhurst Sports Sunday FC	£50.00
12/12/2014	Weight Watchers	£206.00
12/12/2014	Vodafone	£875.00
15/12/2014	Mums & Monsters	£192.60
15/12/2014	Sandhurst Sports Saturday FC	£183.00
15/12/2014	Yateley & Crowthorne Big Band Society	£67.75
15/12/2014	Mr R Carter	£118.25
15/12/2014	Sandhurst W.I.	£46.35
15/12/2014	Sandhurst Short Mat Bowls	£278.44
15/12/2014	Littlesocs	£92.00
15/12/2014	N Gurling	£81.00
15/12/2014	Garden Waste Sacks Income	£17.00
16/12/2014	South England Home Educators Network	£131.00
22/12/2014	Mrs P Martin - Pilates	£99.00
22/12/2014	Sandhurst Joggers	£40.25
22/12/2014	Hathavelli Yoga	£66.00
22/12/2014	Sandhurst Masonic Lodge	£1,000.00
22/12/2014	Sandhurst Cricket Club Loan Repayment & Rent	£2,010.00
22/12/2014	Garden Waste Sacks Income	£50.00
22/12/2014	Tennis Income	£30.00
30/12/2014	Slimming World	£40.00
31/12/2014	Sandhurst Devels	£100.00
TOTAL		£7,069.52

RECEIPTS JANUARY 2015

Date	Name of Payer	£ Amount
09/01/2015	Garden Waste Sacks Income	£50.00
09/01/2015	Sandhurst W.I.	£46.35
09/01/2015	T Gough	£67.50
09/01/2015	Gardening Club	£287.10
12/01/2015	Sandhurst Sports Sunday FC	£50.00
12/01/2015	B Coldwell - Zumba	£84.36
13/01/2015	R Burton - Yoga	£231.00
13/01/2015	Sandhurst Sports Sunday FC	£50.00
13/01/2015	HMRC VAT Repay	£40,761.00
14/01/2015	R Webb - Little Kickers	£363.00
15/01/2015	P Nekitsing	£33.00
16/01/2015	Sandhurst Tennis Club	£16.24
19/01/2015	Yateley & District U3A	£349.50
20/01/2015	Sandhurst Town Boys & Girls FC	£860.00
21/01/2015	P Martin - Pilates	£231.00
21/01/2015	Cluttons	£4,000.00
21/01/2015	Sandhurst Historical Society	£49.50
21/01/2015	J Stride	£346.25
21/01/2015	T Gough	£200.00
23/01/2015	Weight Watchers	£206.00
27/01/2015	Dr Phillip Lee MP	£200.00
28/01/2015	Sandhurst Short Mat Bowls	£300.72
28/01/2015	Yateley & Crowthorne Big Band Society	£67.75
28/01/2015	Ambarrow W.I.	£92.40
28/01/2015	Sandhurst & District Gardening Club	£49.50
28/01/2015	Littlesocs	£184.00
28/01/2015	Sandhurst Cricket Club	£702.70
28/01/2015	British Complementary Medicine Association	£39.60
29/01/2015	Sandhurst Sports Sunday FC	£50.00
29/01/2015	Slimming World	£236.32
TOTAL		£50,204.79

ANNEXE 5: Protocol for reporting at meetings	
Meeting: Town Council	Date: 05 March 2015
Agenda item: 16	Author: Stephen Chown

1. Purpose of report

To provide a procedure that incorporates the legal requirements of the new Openness of Local Government Regulations into the operations of the council.

2. Background

Resolution 397 of Strategy and Policy instructed that the legal requirements of this new legislation be incorporated to the procedures of the Town Council.

Using the equivalent documents of Bracknell Forest Council as the start point these were modified by the Executive Officer for Town Council use and submitted as a draft to the specialist local government solicitors at the Hampshire Association of Local Councils (HALC) for comment.

With minor amendments the draft Protocol was approved by HALC as a process that would meet the requirements of the new legislation.

The Protocol is referred to by the new Standing Orders, which have also had to include new wording to reflect the legislation.

The Protocol is overleaf and also includes a notice which is intended for display on the entrance table of the council chambers during all future meetings.

3. Recommendation

The draft 'Protocol for reporting at meetings' is before the Town Council for consideration and adoption, in order support the new Standing Order entry to enact the Openness Regulations.



SANDHURST TOWN COUNCIL

COUNCIL OFFICES
SANDHURST MEMORIAL PARK
YORKTOWN ROAD
SANDHURST, BERKSHIRE
GU47 9BJ

Tel: 01252 879060 (24hr answer phone)
Fax: 01252 860070

Executive Officer
Stephen Chown

Email: stc@sandhurst.gov.uk

PROTOCOL FOR REPORTING AT MEETINGS

[Annex to Standing Orders with reference to SO 3(I)]

1. Introduction

1.1 This Protocol provides guidance to members of the public or press who wish to photograph or record proceedings at any of Sandhurst Town Council's public meetings.

1.2 The Council supports the principles of openness and transparency in the way it conducts its meetings. Sound recording, photographing, filming, and use of social media at meetings which are held in public is permitted:

- (a) subject to the provisions of this Protocol; and
- (b) provided that the Mayor/Chairman is satisfied that it will not be disruptive or distracting to the good order and conduct of the meeting.

1.3 No restrictions will be placed on anyone using social media at a public meeting subject to the limitations regarding photography and audio/visual recording set out in this Protocol.

1.4 Meetings which take the form of hearings or which discuss sensitive employment or contractual information such as the Personnel Sub-Committee, may not be suitable for recording due to the nature of some of the evidence given at the meeting. It will be at the Chairman's discretion to determine whether the recording of a particular meeting will be permitted.

1.5 Failure to follow the provisions within this Protocol may result in the Mayor/Chairman refusing to allow the proceedings to be photographed or recorded.

1.6 For the purposes of this Protocol 'recording' includes sound recording, photographing, filming, and use of social media. Social media includes, but is not limited to Twitter, Facebook and blogs.

2. Before the meeting

2.1 Those wishing to record proceedings at a meeting are recommended to contact the Executive Officer as early as possible before the start of the meeting so that arrangements can be discussed and the agreement of the Mayor/Chairman can be sought.

2.2 The name, organisation (if applicable) and contact details of the person wishing to record proceedings are required and should be provided before the meeting if possible:

3. At the meeting

3.1 Notices will be displayed in the meeting room advising that proceedings may be recorded, and the Mayor/Chairman will make an announcement to this effect at the beginning of the meeting if a request has been received.

3.2 Members of the public attending a meeting to ask a question will be deemed to have given consent to being photographed or recorded.

3.3 Members of the public seated in the public seating area who actively object, should not be photographed, filmed or recorded as long as this does not undermine the broader transparency of the meeting.

3.4 Photography or filming must take place from a fixed position in the meeting room approved by the Mayor/Chairman, to ensure that the view of Councillors, officers, public and press, is not obstructed.

3.5 The use of flash photography or additional lighting will only be permitted if agreed in advance with the Executive Officer and the Mayor/Chairman.

3.6 Photography or audio/visual recording will be stopped if the Mayor/Chairman feels it is disrupting or inhibiting the meeting in any way.

3.7 If someone refuses to stop recording when requested to do so the Mayor/Chairman will ask the person to leave the meeting. If the person refuses to leave, the Mayor/Chairman will adjourn the meeting or make other appropriate arrangements for the meeting to continue without disruption.

3.8 Anyone asked to leave a meeting because they have refused to comply with the Mayor/Chairman's request to do so, may be refused permission to record future meetings.

4. After the meeting

4.1 Photographs and audio/visual recordings must not be edited in a way that could lead to misinterpretation of the proceedings. This includes refraining from editing the views being expressed in a way that may ridicule or show lack of respect towards those being photographed or recorded.

4.2 If someone fails to comply with this Protocol the Mayor/Chairman may refuse to allow this person to record any future meetings.

4.3 The responsibility for how any photographs or audio/visual recording is used rests with the person who made the recording and not the Council.



SANDHURST TOWN COUNCIL

COUNCIL OFFICES
SANDHURST MEMORIAL PARK
YORKTOWN ROAD
SANDHURST, BERKSHIRE
GU47 9BJ

Tel: 01252 879060 (24hr answer phone)
Fax: 01252 860070

Executive Officer
Stephen Chown

Email: stc@sandhurst.gov.uk

IMPORTANT NOTICE

PROTOCOL FOR REPORTING AT MEETINGS

1. The Council supports the principles of openness and transparency in the way it conducts its meetings.

Sound recording, photographing, filming, and use of social media at meetings which are held in public is permitted:

- (a) subject to the provisions of the Protocol for Reporting at Meetings;
- and
- (b) provided that the Mayor/Chairman is satisfied that it will not be disruptive or distracting to the good order and conduct of the meeting.

2. Where recording has been confirmed by the Chairman an announcement will be made at the start of the meeting to advise all participants of the presence and location of any recording devices.

3. If you enter the room after the meeting has started please ensure that any recording does not disrupt the meeting. If there is such disruption, the Mayor/Chairman may adjourn the meeting or make other appropriate arrangements for the meeting to continue without disruption.

4. Only the official signed minutes of the council and its committees will be recognised as the formal, statutory and legally binding record of a meeting.



Executive Officer
Stephen Chown

SANDHURST TOWN COUNCIL

COUNCIL OFFICES
SANDHURST MEMORIAL PARK
YORKTOWN ROAD
SANDHURST, BERKSHIRE
GU47 9BJ

Tel: 01252 879060 (24hr answer phone)
Fax: 01252 860070

Email: stc@sandhurst.gov.uk
Website: www.sandhurst.gov.uk

Complaints Procedure (Adopted 28 January 2015)

1. Sandhurst Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on xx May 2015 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Bracknell Forest Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Bracknell Forest Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Executive Officer. You may do this in person, by phone, or by writing to or emailing the Executive Officer. The addresses and numbers are set out below.

6. Wherever possible, the Executive Officer will try to resolve your complaint immediately. If this is not possible, the Executive Officer will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Executive Officer, you may make your complaint directly to the Mayor of Sandhurst who will report your complaint to the Strategy and Policy Committee of the Council.
8. The Executive Officer or the Strategy and Policy Committee of the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Executive Officer or the Mayor will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Executive Officer of Sandhurst Town Council

Address: Sandhurst Town Council
Council Offices
Yorktown Road
Sandhurst
Berkshire.
GU47 9BJ

Telephone: 01252 879060

Email: EO@Sandhurst.gov.uk

The Mayor of Sandhurst (Chairman of Sandhurst Town Council)

Address: c/o Sandhurst Town Council
Council Offices
Yorktown Road
Sandhurst
Berkshire.
GU47 9BJ

Telephone: 01276 600723

Email: pauline.mckenzie@sandhurst.gov.uk

