

Public Question from Mark Hackett:

"FS-Case-717800364 and 10th Jul meeting of the ECC were not addressed and instead a threat was issued and the problem not merely ignored but added to. ECC rules that bind ordinary people, are held to and expanded to any extent felt like. What will ECC do to redress this failure?"

Response:

At the Council meeting which took place on 10 June 2025 the Leader stated that you should await direct contact.

Since the Council meeting of 10 June 2025, letters have been sent by the Council concerning your correspondence with officers together with details of the council's complaints process as well as other relevant policies around how we respond to customers.

You have also been sent detailed letters on your query and officers have offered to meet you to go through the detail in the letters.