

Reporting a Rights of Way Fault or make a General Enquiry

Go to the [Contact us about rights of way](#) page of the Surrey County Council web site. Click on the [online rights of way reporting form](#). *NB – the Countryside Access Team receive hundreds of reports each month and have to prioritise them carefully. Priorities are set out in a statement on the [Contact us](#) page. Lower priority issues can only be dealt with when a member of staff becomes available*

To report a fault, click [Report a fault](#)

Search on the [Locate](#) tab for the general location by postcode, street name, town/village, grid reference or sat nav coordinates

Choose the correct location (shown in blue) from the results of the search. There may be more than one location of that name eg if you search for 'High Street', there will be several different 'High Streets' to choose from in Surrey. If you search 'Morrow Lane', there will only be one result, as there is only one 'Morrow Lane' in Surrey

This will display a map of the area. You can then click on the exact location of the fault. There are standard 'GoogleMaps' style navigation tools to zoom in/out and to move up/down or left/right. There is a Legend/Key that can be displayed by clicking on the 'Legend' tab. Information layers can be changed by clicking on the small + symbol at the top right. *NB - unticking the 'Overlays' can speed up navigation if the internet connection is slow*

Once the fault location has been plotted, a box will ask you to click [continue](#)

The fault can now be described by choosing the appropriate Fault Category and Type. A free text box allows a more detailed description if needed. Click the [Continue](#) button to record your details. *NB – We plan to add the functionality to attach a photo of the fault in the future*

If you wish to record your details and receive updates, enter your email address and other details. Click the [Submit fault](#) button. *NB - Please careful to **only click this button once**, as multiple clicks creates duplicate reports. This is an issue we will be resolving.*

The [Finish](#) tab displays a summary of the report and generates a unique reference number. You can take a note of this number to track progress of the fault at a later date. By submitting faults this way, rather than by phone, letter or email, it provides SCC Countryside Access staff with all the information they need to investigate and address the matter in a much more efficient way

To make a [General Enquiry](#) click on this tab and use the free text box, adding your email and contact details as well

The [Map](#) tab can be used to search and find locations, rights of way and path furniture eg stiles and gates, for information

The [Login/Register](#) tab can be used to register your details, so that you do not have to enter them each time and then use the [My reported faults](#) tab to easily track the reports you have made. Once registered, you can login again as a 'Returning user' *NB - passwords must contain a character that **isn't** a number or letter eg an exclamation mark (!) or pound sign(£)*