



Ewhurst Parish Council with Ellens Green Procedure for dealing with Enquiries and Correspondence

The following procedure shall apply to all enquiries and correspondence received by the Clerk on behalf of the council.

Correspondence:

The correspondence shall be copied and sent either by post or electronically to the members whose responsibility area covers the nature of the correspondence.

If the correspondence cannot be dealt with immediately by the member the Clerk shall acknowledge receipt and grateful thanks to the correspondent and explain a full reply will be forthcoming.

If the member is able to deal with the correspondence promptly acknowledgement by the Clerk will not be necessary.

The Clerk will liaise with the member to offer assistance with the reply as is necessary and to action any undertaking as a consequence of the correspondence. All replies will come from the Clerk, on behalf of the Council, unless there is a delegated authority for a response in place.

Where the member receiving the correspondence so dictates the correspondence and if appropriate the response should be circulated to the members in general. In any case it will be reported at the next full meeting of the council.

The correspondence should be scanned and kept electronically on the computer with the response so each can be located with the other, and retained according to the document retention policy.

Enquiry:

If the enquiry is not straight forward and the clerk is unable to reply as a matter- of- course then the enquiry should be allocated to the appropriate member whose responsibility area fits the nature of the enquiry.

If the member is unable to reply promptly then the Clerk should explain that the matter is being looked into and that a reply will be forthcoming.

If the member is able to deal with the enquiry promptly then acknowledgement by the Clerk will not be necessary.

The Clerk will liaise with the member to offer assistance with the reply as is necessary and to action any undertaking as a consequence of the enquiry. All replies will come from the Clerk, on behalf of the Council, unless there is a delegated authority for a response in place

Where the member receiving the enquiry so dictates the enquiry and if appropriate the response should be circulated to the members in general. In any case it will be reported at the next full meeting of the council.

The response will be filed electronically together with details of the enquiry and retained according to the document retention policy.

Consultations:

The consultation request shall be copied and sent either by post or electronically to the members whose responsibility area covers the nature of the consultation. The Clerk shall highlight the deadline for a response to the Consultation.

The Clerk will liaise with the member to offer assistance with the Consultation as is necessary and to action any undertaking as a consequence of the Consultation which may require full Council involvement.

The response to the consultation will be filed electronically and retained according to the document retention policy.

Absence of Clerk:

In the event that the Clerk is for a period away from her duties for sickness or holiday appropriate measures should be implemented such that the Chairman of the Council will take over the responsibilities as outlined for the Clerk above, or any such member as the Chairman designates with this role.

Adopted by Ewhurst Parish Council on -----20th July 2015-----

Minute reference -----130(2015)-----

Readopted May 2017 and May 2018