



# NEWICK PARISH COUNCIL

## Procedure for dealing with enquiries

1. Newick Parish Council routinely receives enquiries from a number of sources including members of the public, local authorities, statutory bodies and other organisations.
2. The majority of enquiries are received by email but the Council also receives enquiries from members of the public in person, by telephone, or by letter.
3. The Parish Council requests that all enquiries should be addressed to the Clerk and any enquiries made to individual members of the Council should be forwarded to the Clerk, unless the councillor who has been approached is certain of the facts and/or the Council's policy on the matter. In any case, the Clerk should be informed of the enquiry and any response made so that it can be placed on record.
4. All written enquiries (including emails) will be recorded on the monthly correspondence list and circulated to members of the Council with the agenda for the monthly Parish Council meeting. Correspondence lists will show the date of receipt of any written enquiry, the source, subject, and date of response. They will be retained by the Clerk for a minimum of three years.
5. Telephone enquiries will be recorded in the office diary
6. Responses to letters and emails received – (as per procedure for handling correspondence approved 27/10/15)
  - The Clerk will endeavour to acknowledge letters and emails within three working days and to send a full response within ten working days. However, for operational reasons these timescales may not always be achievable but an estimated time for responding will be given if this is the case.
  - Reasons for requiring an urgent response must be made clear.

**Approved 26<sup>th</sup> January 2016**

Signed.....(Chairman)

Mrs Sue Berry, Clerk to the Parish Council  
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