Pyecombe Parish Council

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Procedure for the handling of correspondence

1. The point of contact for the Parish Council is the Clerk, and it is to the Clerk that all correspondence for the Parish Council should be addressed.

2. The Clerk should deal with all correspondence following a meeting unless a Councillor has been authorised to do so by the council.

3. Any correspondence from an individual Councillor to other bodies must make clear that it is written in their official capacity and has been authorised by the Parish Council. A copy of any such correspondence must be sent to the Clerk.

4. No individual Councillor or Officer should be the sole custodian of any correspondence or information in the name of the Parish Council, a committee, sub-committee or working party. In particular, Councillors and Officers do not have a right to obtain confidential information/documentation unless they can demonstrate a 'need to know'.

5. All official correspondence should be sent by the Clerk in the name of the Parish Council using council letter headed paper and/or sent from the council's designated email address.

6. Where correspondence from the Clerk to a Councillor is copied to another person, the addressee should be made aware that a copy is being forwarded to that other person (e.g. copy to XX).

7. Responses to letters and emails received;
- 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
- Correspondence from Councillors to external parties should be copied to the Clerk
- Councillors should acknowledge receipt of emails when requested to do so.

8. Copies of correspondence will be retained in accordance with the council's Policy for Retention of Parish Records.

Approved

Signed.....*David Wilson*.....(Chairman)