



**GREAT
SANKEY**
PARISH
COUNCIL

Correspondence Policy

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Parish Office
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Correspondence Policy & Procedure

1. Great Sankey Parish Council receives correspondence from various sources, including members of public, councils and business. This policy sets out guidelines for responding to such correspondence.
2. All correspondence addressed to the Parish Council will be received and opened by Council Officers at the Parish Office.
3. If appropriate, correspondence will be directed to Councillors, full Council or a sub-Committee of the Council, but otherwise will be answered by office staff.
4. Office staff will endeavour to answer correspondence within 10 working days of receipt.
5. If a full answer cannot be given in that time a holding reply should be sent
 - acknowledging the correspondence
 - giving a brief reason for the delay
 - giving an estimate of when a reply will be provided.
6. Freedom of Information requests will be dealt with in line with the provisions of the Freedom of Information Act (including the exemptions) and the General Data Protection Regulations.
7. In the case of possible contentious issues, the Clerk should consult with the Chair of the Council, or the Chair of the relevant committee. If they agree it is appropriate the correspondence can then be copied to all Councillors (both original and any reply) at the time of the Parish Council meeting, or earlier if particularly sensitive, so that they may be briefed if approached by the public or the Press.