



POLICY FOR HANDLING CORRESPONDENCE AND RESPONDING TO CONSULTATIONS

March 2020

Procedure for handling correspondence

All correspondence received by the Clerk is either:

- Responded to immediately with a factual answer;
- Acknowledged if the Clerk requires to pass the information/query to a Parish Council meeting;
- A copy of the correspondence to be discussed at a meeting is sent to Councillors prior to the meeting or a summary is given at the meeting;
- Once a decision has been made by the Parish Council the respondent is replied to;
- The correspondence and response is filed and is archived in line with guidelines including General Data Protection Regulations;
- Freedom of Information requests are dealt with in line with the Parish Council's publication scheme;
- The Chair of the Parish Council is made aware of any contentious items;
- Items relating to specific areas i.e. Highways weekly update, are forwarded to the Councillor with that responsibility;
- Any complaints are dealt with in line with the complaints procedure.

Procedure for responding to consultations

Planning consultation requests are sent to the Clerk by WDC. The Clerk checks the date by when WDC need a response and either requests an extension of time, organises an additional meeting or adds the item to the next agenda. The Clerk then forwards the request to the Councillor with planning responsibility. Once a decision is made on the application at a Parish Council meeting, the Clerk will send the response to WDC.

All other consultation requests are copied to Councillors and added to the agenda of the next PC meeting. The Clerk ensures that any agreed responses are submitted within the timescales for the consultation and where necessary will request an extension to the timescale.