

Policy # 2016-3

## Correspondence Policy

### Policy Objective:

This policy provides guidance to staff and Council regarding the handling of correspondence.

### Policy Statement:

All correspondence received by the municipality or by the mayor that reads "mayor and council" or "council" is directed to all members of council and shall be circulated to all council with the next regular agenda package, unless it is of an urgent nature as determined by the mayor or the Clerk/Treasurer.

If time is of essence the Clerk/Treasurer will determine the appropriate course of action with appropriate follow-up via a council meeting process.

Correspondence sent to a specific councillor or the mayor can continue to be addressed on an individual basis or forwarded to appropriate staff for direct response with no need to be included on the agenda.

Any responses that are provided are copied to all of council for information purposes are not required to be put on the agenda.

All correspondence/responses will be added to the correspondence binder, in which the onus is on the member of council to review the concerns of the rural community of Hanwell's residents.

It is imperative that correspondence be responded in a timely manner. An acknowledgement of receipt of correspondence should be sent within two (2) business days, followed by a response within seven (7) business days unless direction is needed from council, therefore the timeframe would be extended to thirty (30) days.

Original Date of Adoption by Council: September 14, 2016

Date of Revision Approved by Council: \_\_\_\_\_

Clerk's Signature: Melanie Just

