



## COMMUNICATION & DOCUMENT HANDLING POLICY

If you telephone the Council we will:

- ◆ answer your call promptly and courteously and endeavour to deal with the matter immediately, or advise by when further contact will be made.
- ◆ in the event of the office being closed or the lines busy, enable a voice message to be left which will be responded to within the next 4 working hours. Please note office hours open to the public are Monday to Friday, 9.30 am to 2.30 pm.

If you write or e-mail the Council we will

- ◆ stamp and add date of receipt (for paper communications), and/or forward for action to the appropriate member of staff or appointed member
- ◆ if consultation is required, add the matter to the next Full Council or appropriate committee agenda, and if practical and necessary, circulate a copy to all members
- ◆ acknowledge your communication within 5 working days of receipt
- ◆ within 10 working days, reply fully, or give a date by which a response can be expected

If you visit the Council offices we will

- ◆ welcome you politely and promptly on your arrival
- ◆ deal in full with your enquiry, or advise how and by when further contact will be made having investigated the matter

All documents emanating from the above will, if required, be retained on file or electronically backed up and stored for the relevant and/or statutory period.

This policy will be reviewed on an annual basis.

Reviewed and approved 9th March 2020

Signed .....

Cllr M Rouse – Chairman of the Council