



## **PROCEDURES FOR DEALING WITH ENQUIRIES FROM THE PUBLIC**

If you phone the Council offices we will

- ◆ answer your call promptly and curiously
- ◆ if the office is closed or the line busy, you will be able to leave a message on the answering machine and this will then be responded to within 4 working hours
- ◆ if the person you wish to contact is not available we will endeavour to resolve your enquiry. However, if this is not possible, we will advise you that a message will be left for that person, who will contact you on their return

If you write to the Council we will

- ◆ acknowledge receipt of your letter or e-mail within 5 working days
- ◆ a reply to your letter or e-mail will then be sent within ten working days
- ◆ if we cannot meet this timescale we will give you a date when we will be able to respond to you

If you visit the Council offices we will

- ◆ welcome you promptly on your arrival
- ◆ deal with your enquiry, if this is not possible at the time, we will investigate the matter and get back to you as soon as is possible

Reviewed and approved 9th March 2020

Signed .....

Cllr M Rouse, Chairman of the Council