



NUTHURST PARISH COUNCIL CLERKS PROCEDURES

Date Adopted	Minute Number	Review Date
Oct 2018	1910/18	Nov 2019
May 2020	025-20/21	May 2021
May 2021	025-21/22	May 2022
May 2022	025-22/23	May 2023
June 2024	418-24/25	June 2025

Enquiries received from the Public

(phone, email & letter)

- i. Acknowledge receipt.
- ii. Reply, by phone, letter or email, standard reply within 5 days and 21 days to reply to the inquiry, if an additional 21 days is required the Clerk will advise accordingly.

Complaints received from the Public

(phone, email & letter)

- i. Acknowledge receipt.
- ii. Follow the Complaints Procedure.

Responses to Consultation Requests

- i. Include the details on the Weekly Briefing Note.
- ii. Include the details on the agenda for the Next Full Parish Council or Planning Committee meeting.
- iii. Note any comments the Members wish to make on the Consultation.
- iv. Reply, on behalf of the Parish Council, within the designated time limit.

Handling of Correspondence

(letter & email)

- i. When required, acknowledge receipt.
- ii. Include the details on the Weekly Briefing Note.
- iii. If further action is required include on the agenda for the next Full Parish Council meeting.
- iv. If reply required, answer by letter, phone or email within 5 working days or advise, by letter phone or email, that there will be a delay obtaining the requested information.

- v. All correspondence to be filed electronically.
- If the correspondence will be required for future reference a hard copy is retained in the filing system.
 - The contents of the filing system are reviewed annually.