

Dalham Parish Council

Protocol for Dealing with Correspondence

All correspondence to the parish council should be addressed to the Clerk – clerk@dalhamparishcouncil.gov.uk . This will ensure that the matter is recorded and passed to the parish council for their attention at the next meeting.

All official correspondence from the parish council should be sent by the Clerk in the name of the parish council. Correspondence from individual parish councillors should be avoided; however, there may be exceptional situations when it is appropriate for a parish councillor to issue correspondence in his/her own name. Such correspondence must be authorised by the parish council.

When an e-mail/correspondence is received the clerk will action it in one of the following ways:

- If it is a routine enquiry about a task the clerk is delegated to deal with without consulting the Council (see appendix A) the clerk will acknowledge receipt of the e-mail, deal with the query and notify the sender within 20 working days as to what action has been taken.
- If an e-mail is received about an issue which is not one of the tasks delegated to the clerk, the clerk will acknowledge receipt of the e-mail and will notify the sender of the date of the meeting when it will be discussed. The e-mail will also be forwarded on to all the parish councillors.
- The sender will be invited to attend the Open Forum at the start of the meeting to discuss his/her queries with the Council and to stay for the meeting to hear the Council's discussions
- Any decisions made at the meeting will be included in the minutes which will be published on the Council's website within 28 days of the meeting. Individual responses to e-mails will not routinely be sent unless the Council feels it is appropriate in specific cases.
- The Council will not respond to vexatious, abusive or threatening e-mails.
- Any e-mails sent to individual councillors will be forwarded to the clerk to be actioned following the procedure outlined in a - e above
- If a parishioner wishes a subject to be raised, and it is appropriate for discussion at a parish council meeting, then the Clerk will have to be notified seven days before the publication of the agenda.
- The parish council will determine the response, if any, to correspondence received.
- The parish council reserves the right not to respond to any correspondents that are taking up a disproportionate amount of the Clerk's time. Advice will be sought upon receipt of vexatious or persistent communications and acted upon accordingly.

This document was approved by Dalham Parish Council at the meeting on 16th July 2020

Appendix A

Responsibility for the following matters has been delegated to the clerk:

Reviewed November 2025

Next review due November 2026

Highway matters: reporting potholes, blocked drains, broken road signs, requesting road sweeping, organising grit piles.

Reporting faulty streetlights.

Rights of way: reporting problems with footpaths