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CLERKS PROCEDURES

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 filed electronically, in the month received.
 - If the correspondence will be required for future reference a hard copy is retained in the filing
 - The contents of the filing cabinet are reviewed annually.

Clerk

Mrs S Hall

Chairman

Mrs V Court

Adopted by Full Parish Council 3rd October 2018
To be reviewed by Full Parish Council October 2019