107 Morris Drive
Billingshurst
West Sussex
RH14 9ST
Telephone 01403 784985
Mobile 07584 308 408
Email : nuthurstparishclk@btinternet.com
Web: nuthurstparishcouncil.co.uk

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
To be reviewed by Full Parish Council October 2019

DRAFT