



*The Council of the
Parish of Esh*

Council of the Parish of Esh

PROTOCOL FOR DEALING WITH CORRESPONDENCE

When correspondence is received, in hard copy or electronic form, by the Council of the Parish of Esh, the Clerk will action it in one of the following ways:

1. If it is a routine enquiry about a task the Clerk is delegated to deal without consulting the Council of the Parish of Esh (see Appendix 1). The Clerk will acknowledge receipt, deal with the query and notify the sender within 14 working days as to what action has been taken.
2. If correspondence is received about an issue which is not one of the tasks delegated to the Clerk, the Clerk will acknowledge receipt and will notify the sender of the date of the next Council of the Parish of Esh meeting when it will be discussed.
3. The correspondence will also be forwarded to the Chair and Vice Chair of the Council of the Parish of Esh.
4. The sender will be invited to attend the Parish Council Meeting when the correspondent may air their issues under the Council of the Parish of Esh Participation Policy. In accordance with that policy they stay for the meeting to hear the Council's discussions.
5. Any decisions made at the meeting will be included in the minutes which will be published on the Council of the Parish of Esh's website within 28 days of the meeting.
6. Individual responses to correspondence will not routinely be sent unless the Council feels it is appropriate in specific cases.
7. The Council of the Parish of Esh will not respond to vexatious, abusive or threatening correspondence
8. Any correspondence sent to individual councillors will be forwarded to the Clerk to include on the next agenda

Appendix 1

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

- Highway matters:
- reporting potholes,
- blocked drains,
- broken road signs
- requesting road sweeping,
- organising grit piles.
- Reporting faulty street lights.

- Rights of way: reporting problems with footpaths, faulty stiles etc.
- Obtaining information required by the Council.

Prepared by Council of the Parish of Esh Policies Sub Group
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