

Cavendish Parish Council

Protocol for Dealing with E-Mail Correspondence

With the increase in popularity of email considerable amounts of the clerk's time is now being taken up dealing with e-mail correspondence.

Cavendish Parish Council has, therefore, produced the following protocol for dealing with e-mails to ensure that the clerk's time is used in the most efficient way.

When an e-mail is received the clerk will respond as follows:

- The clerk will acknowledge receipt of the e-mail, deal with the query and notify the sender within 14 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 their 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 and noticeboard 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 include on the next agenda.

This policy was adopted on 13th November 2019 and will be reviewed as and when considered appropriate.