

**NORTH FERRIBY
PARISH COUNCIL**

COMMUNICATION POLICY

Adopted: 25 July 2016

This policy sets out the expected standard for responsive communications with the public to provide clarification for both the Council and its electorate.

TELEPHONE COMMUNICATIONS

1. A telephone enquiry received by the Clerk should under normal circumstances be answered within fourteen days of receipt of the call allowing for holiday periods
2. If at the initial point of contact it is known that a response could take longer that should be explained to the caller. If it becomes apparent within the fourteen day period that it will require further time the caller should be informed accordingly
3. Under normal circumstances a message left on the Council answer machine should be acknowledged on the next working day and responded to within fourteen days allowing for holiday periods
4. If the Clerk is unable to return calls because of annual leave or illness then messages left on the answer machine should be responded to on the first working day after the Clerk is available for normal duties and dealt with as item 1 & 2 above.

LETTERS AND EMAILS

1. Under normal circumstances letters and emails should be acknowledged within fourteen days of receipt allowing for holiday periods
2. A response should be provided within fourteen working days unless there are clear reasons for not being able to do so which will allow for holiday periods
3. If it is not possible to respond within fourteen working days that should be explained in the initial acknowledgement or as soon as it is apparent that it will not be possible to meet the timescale
4. If the Clerk is unable to respond to letters or emails because of annual leave or illness the letters should be acknowledged on the first working day after the Clerk is available for normal duties and then dealt with as item 1 & 2 above.

RESPONSES DEPENDENT ON DECISION MADE BY THE COUNCIL

If a response is dependent on a decision made by the Council the response should be sent no later than fourteen days after the Council sits. This should be acknowledged by the Clerk at the initial point of receiving the communication.