



## **INGLEBY BARWICK TOWN COUNCIL**

### **PROTOCOL: DEALING WITH EMAIL CORRESPONDENCE**

#### **1. Introduction:**

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

Ingleby Barwick Town 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.

#### **2. Action:**

When an e-mail is received the Clerk will action it in one of the following ways:

- 2.1 If it is a routine enquiry about a task the Clerk is delegated to deal with, without consulting the Council (see appendix A), 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.
- 2.2 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.
- 2.3 The e-mail will also be forwarded on to all Town Councillors.
- 2.4 The sender will be invited to attend the next Ordinary Town Council meeting and will be able to put her/his query during the Public Participation section of the meeting and to stay for the meeting to hear the Council's discussions.
- 2.5 Any decisions made at the meeting will be included in the minutes which will be published on the Council's website within 28 days of the meeting.
- 2.6 Individual responses to e-mails will not routinely be sent unless the Council feels it is appropriate in specific cases.
- 2.7 The Council will not respond to vexatious, abusive or threatening e-mails.
- 2.8 Any e-mails 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:

- 1. Obtaining information required by the Council.**
- 2. Reporting to Stockton Borough Council:**
  - Highway matters:
  - Potholes
  - Blocked drains
  - Broken road signs
  - Faulty street lights
  - Requests for road sweeping
  - Rights of way:
  - Problems with footpaths, faulty stiles etc.
- 3. Forwarding to On-Site Building Trust:**
  - Requests for room hire
  - Complaints/compliments from hirers
  - Complaints/compliments from users/general public

**Adopted: 1st May 2019**