

Ousden Parish Council

Procedure for Dealing with Correspondence

The first point of contact when you email Ousden Parish Council will be our parish clerk and it is their role to deal with correspondence.

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

1. If it is a routine enquiry about a task delegated to the clerk (see appendix 1), the clerk will acknowledge receipt of the e-mail, deal with the query and notify the sender within 10 working days as to what action has been taken.
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. Emails requiring a decision to be made by the Parish Council, or which the clerk feels should be discussed in more detail by the Council, will be added to the agenda of the next meeting. The e-mail will also be forwarded on to all the parish councillors. If an email is received after the agenda has been published (usually one week before a meeting), it will be added to the agenda of the following meeting.
3. The sender will be invited to attend the public session held near the start of the meeting to discuss their query 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 within one month of the meeting.
4. 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.
5. Any e-mails sent to individual councillors will be forwarded to the clerk to action in line with the procedure set out above.

Appendix 1:

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

- Dealing with general queries and requests for information, help or advice where no decision or further discussion is required by the Parish Council.
- Highway matters (reporting potholes, blocked drains, broken road sign etc.)
Please note that the quickest way to report Highways problem is direct to Suffolk County Council via their website, however if you need help to do this please let our clerk know. You will need to provide details of the exact location and the nature of the problem.
<https://highwaysreporting.suffolk.gov.uk/>
- Reporting faulty streetlights
Please note that faulty streetlights can be reported direct to Suffolk County Council. If possible you will need to provide the streetlight number and details of the location.
<https://www.suffolk.gov.uk/roads-and-transport/street-lighting-traffic-signals-and-pedestrian-crossings/street-lighting/report-a-faulty-street->
- Rights of way: reporting problems with footpaths, faulty stiles etc.
Please note that the quickest way to report a rights of way problem is direct to Suffolk County Council via their website, however if you need help to do this please let our clerk know. You will need to provide details of the exact location and nature of the problem.
<https://highwaysreporting.suffolk.gov.uk/>

This document was approved by Ousden Parish Council at the meeting on 11th January 2022.