



# Esh Parish Council

## Protocol for Dealing with E-mail Correspondence

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.

Esh 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-mailed is received 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 (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. 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.
3. The e-mail will also be forwarded on to all the parish councillors.
4. The sender will be invited to attend the Open Forum at the start of the meeting to discuss his/her queries with the Council and to 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's website within 28 days of the meeting.
6. Individual responses to e-mails will not routinely be sent unless the Council feels it is appropriate in specific cases.
7. The Council will not respond to vexatious, abusive or threatening e-mails.
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:

- 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.