



### 1. Policy Statement

This policy sets out how Binfield Parish Council responds to all with whom it has a relationship, including suppliers, contractors, members of the public, local authorities and others. It is to ensure that all are treated fairly and equally and to receive the best service from the Council. This policy should be read and used in conjunction with the Code of Conduct, Standing Orders, Financial Regulations, Information and Data Protection Policy, Data Retention, Transfer and Disposal Policy, Social Media Policy and the Equality Policy.

### 2. Scope

All employees whether full-time, part-time, fixed term contract, agency workers or temporary staff, will be required to adhere to this policy.

### 3. General Rules

- 3.1 All communications with all parties, whether by telephone, email, or letter should be attended to as soon as possible and within the target response time of three working days.
- 3.2 Visitors to the office should be attended to immediately during office opening hours and members of the public should be given a friendly response when dealing with their enquiry.
- 3.3 Where an email is identified for a particular individual this may be saved for their return to the office if not present on the day with advice of expectation of their return.
- 3.4 Letters received by post should be responded to within six working days, either with an appropriate supply of information or with a letter (or other appropriate response such as email, or telephone call) advising that the enquiry is being dealt with and an approximate time for a full response.
- 3.5 Comments and questions to the council via social media should be responded to by Binfield Parish Council employees via its social media sites or via a more appropriate method such as email or letter. No employee should respond via their personal social media sites, such as Facebook or Twitter.
- 3.6 Pressure of work could delay an immediate response and priority is determined by the Clerk who would delegate responses to another employee.
- 3.7 All items of note are reported to Council. Any routine or insignificant items need not be included. Should any enquiry need to be considered by Councillors the item should be placed on the agenda for the next appropriate meeting and the enquirer advised accordingly. Nevertheless, the Clerk and employees of the Parish Office should endeavour to supply members of the public with timely and appropriate help at the earliest opportunity.
- 3.8 Any personal or other data gathered will only be retained and used in accordance with the consent given and for the purpose for which it was given and in accordance with Information and Data Protection Policy. All out of date or unnecessary information for current council use should be destroyed.

# Binfield Parish Council

## Response Policy and Procedure

---



- 3.9 All contact with the public and any organisation should be undertaken with careful adherence to current Government rules and guidelines in relation to Covid-19.
- 4 Monitoring and Review of this policy
  - 4.1 The policy will be monitored and reviewed annually.