

Policy

Correspondence - Response to

Version 1.4

Adopted by Council at its meeting on xxxxx
Minute No:xxxx

Division:	Technology and Corporate Services
Section:	Corporate Governance
File Reference:	
Historical Reference:	V1.2 adopted by Council 22 April 2008, Minute No. 071; V1.3 adopted by Council 28 May 2009, Minute No. 104

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Correspondence - Response to

All official correspondence requiring a formal written response should be addressed to the General Manager, PO Box 816, Murwillumbah, 2484; or emailed to tsc@tweed.nsw.gov.au; or faxed to 02 6670 2429 and will be answered within 14 days with the following ~~two (2)~~ exceptions:

1. Where the enquiry/correspondence is such that an adequate response requires research which would take a period longer than ~~two (2) weeks~~ 14 days.

In this case the correspondence will be acknowledged within ~~two (2) weeks~~ 14 days with a detailed answer following as soon as possible.

2. Where the enquiry/correspondence is part of ongoing communication with the same person, the relevant officer, in conjunction with the Public Officer or Corporate Compliance Officer, will decide on an appropriate response such as:

- continue to receive, read and file correspondence but only acknowledge or otherwise respond to it, if:
- the person provides significant new information relating to their complaint or concern.

23. Where the ~~enquiry~~/correspondence is a submission part of invited by Council no acknowledgement will be forwarded until after the matter has been considered by Council.

4. Ongoing communication with consultants or other Government authorities and these consultants/authorities do not expect item by item acknowledgement.

In this case the relevant officer will decide on an appropriate response and the timing of such a response.

Standards of service will not apply to correspondence where a person is subject to the provisions of Council's "Dealing with Difficult People Policy".

Email acknowledgement

Email is treated in the same manner as a letter received by post or facsimile. With respect to emails received requesting a 'read receipt', the following applies:

- Corporate email address tsc@tweed.nsw.gov.au - *Read Receipts* will be defaulted to 'Always send a response';
- Councillor email addresses - *Read Receipts* will be defaulted to 'Never send a response';
- Staff email addresses - *Read Receipts* will be defaulted to 'Always ask me before sending a response'; and

- Staff and Councillors are not obligated to send a *Read Receipt* as *Delivery Receipts* are enabled on all Exchange email accounts.