



TWEED
SHIRE COUNCIL

Policy

Correspondence - Response to

Version 1.5

Adopted by Council at its meeting on xxxx

Minute No: xxx

Division:
Section:
File Reference:
Historical Reference:

Corporate Services
Corporate Governance
N/A
V1.2 adopted by Council 22 April 2008,
Minute No. 071; V1.3 adopted by Council
28 May 2009, Minute No. 104
V1.4 adopted by Council 20 June 2014,
Minute No. 420

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Correspondence - Response to

Policy Objective

This Policy addresses how official correspondence requiring a formal written response is dealt with.

Definitions

Not applicable

Policy Background

Not applicable

Policy

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 exceptions:

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

In this case the correspondence will be acknowledged within 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~~ **where the content is substantially the same or raises the same issues** 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.

3. Where the correspondence is a submission 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.

Related Legislation

Not applicable

Compliance

Not applicable

Forms

Not applicable

Review Period

This policy will be reviewed within 12 months of the election of each new Council or more frequently in the event of any legislative changes or change in circumstances.

Useful Links

[Tweed Shire Council website](#)

Version Control:

Version History		
Version #	Summary of changes made	Date changes made
1.4	Minor amendments and incorporated into new Policy template.	20/06/2013
1.5	Minor amendments to item 2.	June 2014