



Deep Roots
Greater Heights

POLICY MANUAL

Title: Mayor and Council Correspondence	Policy No : 3.08 Supersedes: New
Authority: <input checked="" type="checkbox"/> Legislative <input type="checkbox"/> Operational Approval: <input checked="" type="checkbox"/> Council <input type="checkbox"/> CMT <input type="checkbox"/> General Manager	Effective Date: <u>October 6, 2009</u> Review Date: January 2012
Policy Statement: Correspondence addressed to Mayor and Council will be responded to in a consistent manner.	
Purpose: To establish a protocol for response to correspondence addressed to Mayor and Council.	
Definitions: CORRESPONDENCE: Correspondence received via Canada Post, faxed, hand-delivered and e-mail.	
Key Areas of Responsibility <p style="text-align: center;">Action to Take</p> <ul style="list-style-type: none"> ▪ All hard copy and e-mail correspondence will be reviewed by the Executive Assistant for one or more of the following actions: <ul style="list-style-type: none"> ▪ Acknowledge receipt of general volume correspondence and provide any available information at point of receiving ▪ Forward via e-mail to the Mayor and all members of Council if not received directly ▪ Request that the Mayor respond to the writer and copy Council with the response ▪ Request that the Corporate Officer add the correspondence to a Council agenda if necessary, and advise Mayor and Council, and the writer ▪ Forward to the appropriate member of the Corporate Management Team or a Manager/Director for action and response and advise Mayor and Council, and the writer ▪ Forward to Mayor and Council for “information only” if no action is required 	<p style="text-align: center;">Responsibility</p> <p style="text-align: center;">Executive Assistant</p>