



107 Morris Drive
Billingshurst
West Sussex
RH14 9ST

Telephone 01403 784985
Mobile 07584 308 408

Email: clerk@nuthurst-pc.co.uk
Web: www.nuthurst.parishcouncil.net

NUTHURST PARISH COUNCIL CLERKS PROCEDURES

Date Adopted	Minute Number	Review Date
Oct 2018	1910/18	Nov 2019
Nov 2019		

Enquiries received from the Public

(phone, email & letter)

- i. Acknowledge receipt.
- ii. Reply, by phone, letter or email, standard reply within 5 days and 21 days to reply to the inquiry, if an additional 21 days is required the Clerk will advise accordingly.

Complaints received from the Public

(phone, email & letter)

- i. Acknowledge receipt.
- ii. Follow the Complaints Procedure.

Responses to Consultation Requests

- i. Include the details on the Weekly Briefing Note.
- ii. Include the details on the agenda for the Next Full Parish Council or Planning Committee meeting.
- iii. Note any comments the Members wish to make on the Consultation.
- iv. Reply, on behalf of the Parish Council, within the designated time limit.

Handling of Correspondence

(letter & email)

- i. When required, acknowledge receipt.
- ii. Include the details on the Weekly Briefing Note.
- iii. If further action is required include on the agenda for the next Full Parish Council meeting.
- iv. If reply required, answer by letter, phone or email within 5 working days or advise, by letter phone or email, that there will be a delay obtaining the requested information.
- v. All correspondence filed electronically, in the month received.
 - If the correspondence will be required for future reference a hard copy is retained in the filing
 - The contents of the filing cabinet are reviewed annually.

Mrs S Hall

Chairman

Mrs V Court