

Sunbury-York South Rural Community Council Correspondence Policy

1. Purpose

The purpose of this policy is to establish protocols for handling all correspondence addressed to the Mayor, Council and/or any Member of Council of Sunbury-York South Rural Community (SYSRC).

2. Policy

The Council Correspondence Policy establishes a formalized process to ensure all correspondence received by SYSRC addressed to Mayor, Council and/or any Member of Council is handled consistently and efficiently, filed, tracked, and dispositioned in accordance with the Municipal Records Authority for New Brunswick file plan and retention schedules.

3. CORRESPONDENCE FOR MAYOR AND COUNCIL - Process

a) Correspondence to Mayor and Council (for information):

All correspondence received by SYSRC addressed to Mayor and Council that does not require action will be forwarded to all Members of Council electronically (via email) within two (2) business days of receipt for information purposes. Examples include:

- i) an event invitation
- ii) a letter of thanks, appreciation or commendation
- iii) newsletters, annual reports, conference information and updates

b) Correspondence Addressed to Mayor and Council (for action):

- i) Correspondence related to operational matters, including letters of inquiry and/or complaints from the public, can be acknowledged by any Member of Council and be directed to the applicable staff for resolution and response. Copies of the request, and response, will be circulated to all

Members of Council for information. Any matter left not responded to by the applicable staff will be escalated to the Office Administrator.

- ii) Correspondence related to a matter that requires a staff report for consideration of Council will be held until that item is brought forward on a meeting agenda. At that time, the correspondence will be attached as background to the report.
- iii) Correspondence related to any planning matter including but not limited to a public meeting that is being managed by the Capital Regional Service Commission will be forwarded by the Clerk to the Director of Planning for a response.
- iv) Requests for funding support will be processed in accordance with SYSRC Grant policy, as applicable.
- v) Any other type of correspondence requiring action to be taken by Council that is not set out above will be reviewed by the Clerk and where applicable, placed on the next regular agenda for consideration of Council.
- vi) If the correspondence must be dealt with immediately and time is of essence, the Clerk will determine the appropriate course of action which may include the recommendation to hold a Special Council Meeting.
- vii) Any Member of Council can request that any correspondence received that has not been placed on an agenda be put on the next available agenda.
- viii) All correspondence placed on any public agenda will be redacted in accordance with the *Right to Information and Protection of Privacy Act*, unless written consent has been granted by the sender to release the information.

4. CORRESPONDENCE FOR MEMBER OF COUNCIL - Process

- a) Private and Confidential Correspondence:

All correspondence received by mail, courier, or hand delivered addressed to an individual Member of Council and marked “private” or “confidential” will not be opened and the Council member will be notified by the Clerk that the mail has arrived within one (1) business day.

b) Correspondence Received by a Member of Council:

Any Member of Council who receives correspondence directly that is not addressed to “Council” or “Mayor and Council” may respond to it on an individual basis or forward it to the appropriate staff for direct response to the sender. Staff will copy the Member of Council on all responses. These types of correspondence are not required to be included on any meeting agenda unless the Member of Council wishes to bring it forward for consideration by Council and requests the Clerk to place the correspondence on the next available agenda in accordance with the procedural by-law.

5. General Procedures

a) Timeframe for Staff to Acknowledge Receipt and Formally Respond:

Any correspondence that is forwarded to staff for direct response to the sender must be responded to in a timely manner. An acknowledgement of receipt of the correspondence should be sent within two (2) business days, followed by a response within five (5) business days. However, if direction is required from Council, the sender will be advised accordingly and the timeframe to respond is extended to thirty (30) business days.

b) Official Response:

All correspondence requiring an official response will be responded to in the same manner it was received. Example, if correspondence is received by email, an email response will be sent. If correspondence is received by regular mail, regular mail will be sent.

c) Correspondence Requiring No Action:

The following type of correspondence received will not be acknowledged and filed in accordance with the Municipal Records Authority for New Brunswick file plan and retention schedules.:

- i) anonymous complaints except where there is reason to believe that the situation involves life and/or safety issues
- ii) unsolicited goods and services will not be acknowledged or retained
- iii) any inappropriate, offensive, misleading, harassing or threatening correspondence
- iv) if the correspondence requires legal or police intervention, it will be directed to the RCMP and/or legal counsel following discussion with the Mayor or Deputy Mayor

6. Effective Date

This policy will come into effect upon approval and adoption of Council by resolution at a duly convened Council Meeting

7. Changes or Amendments

No change or amendment to this policy will be effective unless it has been approved and adopted by resolution of Council at a duly convened Council meeting.

June 17, 2015