

Corporate Policy

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| Section: | Administration | 01 |
| Sub-Section: | Council – General | 0530 |
| Title: | Council Correspondence Response and Processing | 05 |

Related Policies

| Number | Title |
|------------|--|
| 19-0300-04 | Council Members' Use of City Logo and Letterhead |
| | |

Approvals

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|---------------------------------|--|
| Approval Date: February 8, 2011 | Approved by: Council |
| Amended: September 19, 2017 | Resolution #: <u>RC(CW)17/031 (CW17/117)</u> |
| Amended: | Resolution #: |
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Corporate Policy Manual

Council Correspondence Response and Processing

Policy

Correspondence prepared in response to correspondence to Council from members of the public shall be responded to in such a way that the member of the public is provided with the most current and accurate information from the appropriate official on behalf of Council.

Correspondence addressed to Council and/or Mayor and Council shall be processed by the Mayor's office in order that only one official City response is sent in reply to correspondence to Council.

Correspondence or action from the City outside of this process shall be identified as such so that it is not confused with the City's formal response or action.

All members of Council shall be informed of communications received from the public addressed to Council, as well as the action taken and response provided.

Definitions

Correspondence – means written communications addressed to Council either in regular mail or via email or other electronic means.

Council – means Mayor and Council as a body.

Procedures

When correspondence is received from a member of the public addressed to Council, the official response is provided by the Mayor's office under the Mayor's direction.

The Mayor's office will provide all of Council with a copy of the correspondence and any response provided. This will occur in as timely a fashion as possible once the matter has been researched and the Mayor is satisfied that a full response can be provided.

Should the matter require Council direction prior to a full response being provided, the Mayor's office will so advise the member of the public and the matter will be placed before Council for direction at the earliest opportunity based on the Council meeting schedule.

If a Councillor chooses to respond to the correspondence independently, the Councillor indicates to the member of the public that the information and opinions in the response is that Council member's alone and an official response will be forthcoming from the Mayor's office. The following standard disclosure will be used by any Councillor responding to correspondence addressed to Council: *This response is provided by Councillor (insert name) and may not reflect the City of Port Moody's official position or that of Council.*

Monitoring/Authority

This policy shall be monitored by Administration. Changes to this policy require Council approval.