

Gamlingay Parish Council
The Eco Hub
Stocks Lane
Gamlingay
Beds
SG19 3JR
Tel: 01767 650310
Email: clerk@gamlingay-pc.gov.uk
www.gamlingay-pc.gov.uk

Communications strategy

All incoming correspondence by email/phone/letter is assessed. If the query is specifically for documents and these are not publically available already under the publication scheme, then it will be dealt with as FOI. If it is a formal complaint then the Complaints Procedure is used. All other queries will be dealt with as below. In the event of multiple queries, priority of response to be determined by the clerks.

1. Telephone enquiries. Under normal circumstances - Be answered in full within 10 working days of receipt. If it is known a response will take longer, the caller should be informed of this within the 10 days. Answerphone messages – acknowledgement on next working day and response within 10 as previous.
2. Letters and emails. Acknowledged within 3 working days of receipt. Full response within 10 working days. If it is known a response will take longer, the correspondent should be informed of this within the 10 days.
- 3. Messages via Facebook or Twitter. As 2.**
4. If a response to 1. 2. Or 3. Is dependent on the outcome of a parish council meeting then the response should be sent no later than the end of the week in which the Council sits.

Adopted 8.3.2016

Revised and adopted 13.2.18