

KINGLSEY PARISH COUNCIL

Correspondence Policy

Kingsley Parish Council will normally reply promptly to all enquiries via telephone, email or post, provided the person or organisation has identified themselves. Enquiries should be directed to the Parish Clerk.

email:	parish.clerk@kingsleyparishcouncil.org.uk	Address	Kingsley Parish Council The Boardroom Hollow Lane KINGSLEY, Frodsham WA6 8EF
telephone:	0748 3157679		

Depending on the content of the correspondence the following actions will be taken:

General enquiry to the Parish Clerk re meeting dates etc AND Enquiries directed to a specific Councillor regarding a resolution already made by the Council	The Parish Clerk/Councillor will normally acknowledge receipt	within 3 working days following the day of receipt
	and respond	within 7 working days following the day of receipt
Compliments, Comments or Complaints about Kingsley Parish Council or its employees or contractors AND Enquiries directed to a specific Councillor regarding an item currently under consideration by the Council	The Parish Clerk/Councillor will normally acknowledge receipt and refer the matter to the Chair for consideration	within 3 working days following the day of receipt
	The Chair will normally respond	within 20 working days following the day of receipt
	Where it is necessary to refer the matter to the next Full Council meeting for consideration. A response will be given	within 7 working days following the day of the relevant council meeting
Complaints against individual Councillors	All Councillors are bound by the Councillors Code of Conduct ¹ and complaints are dealt with by the Monitoring Officer ² at Cheshire West and Chester Council	
Anonymous contacts	The Parish Clerk/Councillor will invite the person or organisation to identify themselves. If they wish to remain anonymous a response will not be provided	

Complaints against councillors

<https://cheshirewestandchester.gov.uk/residents/contact-us/complaints-and-feedback/complaints-about-councillors.aspx>

[Updated May2019 to reflect contact detail changes.](#)