

THE CORPORATION OF THE
CITY OF WHITE ROCK
15322 BUENA VISTA AVENUE, WHITE ROCK, B.C. V4B 1Y6



POLICY TITLE: CORRESPONDENCE RECEIVED BY THE CITY

POLICY NUMBER: COUNCIL - 107

| | |
|---|---|
| <i>Date of Council Adoption:</i> January 2004 | <i>Date of Last Amendment:</i> September 14, 2020 |
| <i>Council Resolution Number:</i> 2004-11, 2009-477, 2010-418, 2012-054, 2013-082, 2015-214, 2016-151, 2017-063; 2020-442 | |
| <i>Originating Department:</i> Administration | <i>Date last reviewed by the Governance and Legislation Committee:</i> July 27, 2020 |

Policy:

The underlying principles for handling correspondence, which include submissions containing inquiries, compliments and complaints are:

1. All inquiries, compliments and complaints are important and are to be acknowledged.

1.1 Email

City staff will respond to emails in a timely manner. An acknowledgment of receipt will be sent within one (1) business day. If the information is not available to respond with the acknowledgement email an estimate as to when a full response can be expected will be included.

Taking into consideration staff workload and project deadlines a final response time will be not more than ten (10) business days.

1.1a Email

City staff, when expected to be away from the office, will place an out of office message on their Email with an alternate contact and expected time of return.

1.2 Letters

Letters sent by mail or dropped off at City Hall will be acknowledged within thirty (30) days.

1.3 Telephone Voicemail

City staff will respond to voicemail messages by the following business day. If there is further information to be retrieved, then staff will give an estimate of time by which the information will be provided. Policy 107

1.3a Telephone Voicemail

City staff, when expected to be away from the office, will amend their telephone voicemail message with an alternate means of contact and expected time of return.

2. Responses to inquiries and complaints must be factual and complete. It is necessary for staff in the organization who has first-hand knowledge about the issue to review and draft the response.
3. The inquirer should be given an estimate by which they can expect a response.
4. Staff will strive to meet the deadlines outlined in this policy however, due to volume of correspondence submitted to the City, at the discretion of the Senior Manager who either the correspondence was addressed to or if the matter falls under their jurisdiction they will determine when the responses will be completed, following an acknowledgement to the writer, with consideration given to work volume and staff resources.

Once the Senior Manager is satisfied the inquiry has been fully answered no further response is necessary.

5. When correspondence is deemed by the Chief Administrative Officer to be derogatory or accusatory the Chief Administrative Officer will correspond back to the writer to inform that this will not be tolerated.

The writer will be informed that they may resubmit their comments; concerns or questions without the derogatory or accusatory statements and following that staff will acknowledge and / or answer queries.

There will be no further action taken until the writer, after being contacted by the Chief Administrative Officer, re-submits the correspondence.

6. All City staff are public servants who maintain political neutrality. City staff will not respond to correspondence that is deemed to be partisan and political in nature.

Rationale:

In order that the City of White Rock consistently projects a professional image and provides a timely, accurate response to inquiries and complaints, which are received through a variety of sources (telephone, email, courier, by hand, fax and Canada Post).