Correspondence Community Members Policy

Council Policy

Renmark Paringa Council

Responsible Officer	Director Corporate and Community Services
Relevant Legislation	
Adopted	27 March 2007
Reviewed	June 2025
Next Review	June 2029

Objective

To provide guidance in the handling of correspondence to Council from members of the community.

Policy

Correspondence from members of the community, whether addressed to the Mayor, Councillors or Chief Executive Officer shall be dealt with in the following manner:

1. Matters relating to the provision of services, which are within the current budget, or are generally of an operational issue shall be dealt with under approved delegations at the administration level to enable a prompt response.
2. Matters which can be dealt with under existing policy shall be dealt with under approved delegations at the administration level to provide a prompt response.
3. Matters which relate to new policy, new or improved service levels and new, amended or additional Annual Business Plan allocations shall be referred to Elected Members for decision either at a Council Meeting or appropriate Committee Meeting. Such correspondence shall be included in the agenda for the relevant meeting to which it is referred with a recommendation report from the appropriate Council officer.

4. Matters which community members request to be tabled at a Council meeting should contain a statement requesting that their matter be tabled as soon as practicable at a Council meeting.
5. An information only report will be included in the Ordinary Council meeting agenda providing details of all correspondence, excluding marketing materials, addressed to the Elected Members and the actions taken by staff for Elected Members information.
6. Council will acknowledge receipt of all correspondence in accordance with the Customer Action Request process.
7. Correspondence received by Elected Members in relation to Council business should be delivered to Information Management for registration in Council's Corporate Records Management System as defined in Renmark Paringa Council's Information Management Policy

This Policy does not preclude members of the community from raising issues under Council's Code of Conduct Policy.

Delegation

That pursuant to section 44 of the Local Government Act 1999, Council delegates to the Chief Executive Officer authority to administer Council's Policies. Refer Delegations Register for sub delegation if granted.