

## Village Of Harrison Hot Springs Policy

POLICY NAME:	Council Correspondence		
POLICY NUMBER:	1.41		
APPROVING AUTHORITY:	<input checked="" type="checkbox"/> Legislative (Council Approved)	<input type="checkbox"/> Administrative (CAO Approved)	
DATE ADOPTED:	May 20, 2025		
LAST AMENDED:			

### PURPOSE

To establish protocols for handling external correspondence received by the Village of Harrison Hot Springs to ensure that all correspondence is addressed and processed in a consistent, transparent and timely manner.

### DEFINITIONS

**Correspondence** means all letters or requests sent to the Village from someone outside of the organization addressed to the Mayor, individual Councillors and/or Council either via paper or electronically via email.

### RESPONSIBILITY

The Corporate Officer, in consultation with the Chief Administrative Officer, is responsible for the management of Correspondence.

### POLICY

#### 1. Processing Correspondence

- a. Correspondence that does not pertain to the business of the Village or is repetitive, discriminatory, inappropriate or threatening does not require an acknowledgement or response.
- b. All other Correspondence will be acknowledged and responded to. If a piece of Correspondence is to be placed on a regular Council meeting agenda, the writer will be advised of such and the date of the meeting at which Council will consider the Correspondence.

#### 2. Correspondence Received by the Mayor

All Correspondence addressed to the Mayor shall be handled at their discretion. A copy as appropriate may be circulated to Councillors for their information.

### **3. Correspondence Received by Councillors**

A Councillor who has received Correspondence directly that they wish to bring forward for consideration by Council shall submit a copy of the Correspondence to the Corporate Officer for inclusion on the next regular Council meeting agenda.

### **4. Correspondence for Council Agenda**

- a. Correspondence containing input pertaining to a Council matter and/or requesting that Council take action will be added to the next regular Council meeting agenda under “Correspondence”.
- b. The following types of Correspondence will not be added to a regular Council meeting agenda unless specifically requested by a member of Council, and will be circulated to Council under separate cover:
  - i. Event invitations
  - ii. Newsletters
  - iii. Magazines
  - iv. Conference information and updates
  - v. Letters of thanks or appreciation
  - vi. Correspondence on a matter that Council has already deliberated on, unless new and significant information has been provided
  - vii. Correspondence that contains confidential information
  - viii. Correspondence that contains inappropriate, disrespectful, harassing, threatening, misleading and/or defamatory remarks about an individual, unless such information can be redacted and the Correspondence otherwise contains a legitimate request, question, comment or suggestion
  - ix. Correspondence that relates to a matter that has either been delegated or referred to staff by Council
- c. If the writer wishes to appeal the Corporate Officer’s decision not to add Correspondence to a regular Council meeting agenda in accordance with this policy, they may do so in writing to the Mayor.
- d. Correspondence submitted for consideration on a regular Council meeting agenda forms part of the public record and will be published. The author’s name and street of residence are relevant to Council’s consideration of the matter and will be disclosed. Street and unit numbers and personal email addresses will be redacted.

### **5. Private and Confidential Correspondence**

Correspondence marked private and/or confidential will not be opened by Village staff and will be forwarded to the named recipient unopened.

**6. Anonymous Correspondence**

Anonymous Correspondence will not be addressed or responded to unless it pertains to a matter of emergent public safety, health or liability.

**7. Development Applications or Public Hearing Correspondence**

Correspondence relating to a pending development application, a matter that will be the subject of a Public Hearing, or a matter that will be brought for Council's consideration via staff report will be held until that item is placed on a regular Council meeting agenda at which time, it will be attached as background to the corresponding agenda item.

**8. Complaints**

Complaints addressed to the Mayor, individual Councillors and/or Council will be first directed to the appropriate staff member or department for resolution and response. The complaint will be forwarded to the Chief Administrative Officer if required or if not resolved in the first instance.

RECORD OF AMENDMENTS	
DATE AMENDED	SUMMARY OF AMENDMENTS