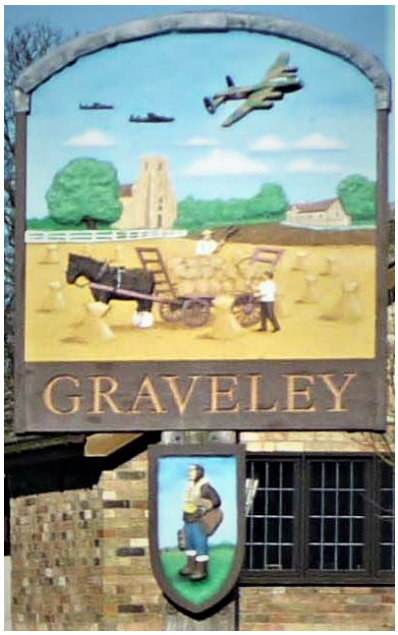


Correspondence Policy

Document Configuration Management & Control

Version	Description	Originated	Approved	Minute Ref
Version 1	Annual Review	11/01/2023	07/05/2024	24/25-39.5
Version 1	Annual Review	11/01/2026	14/01/2026	25/26-118

GRAVELEY PARISH COUNCIL CORRESPONDENCE POLICY

Introduction and Description of Terms

The Parish Council welcomes correspondence from parishioners.

This Policy covers two broad areas: general correspondence and frequent or vexatious correspondence.

- Frequent correspondents are those who in the opinion of the Clerk and the Chairman have consumed an excessive amount of the council's time.
- Vexatious correspondents continue to raise subjects that have already been dealt with, are petty or cause distress or annoyance.

This policy refers to correspondence by letter, by electronic mail and messaging, in local newspapers and magazines and by telephone.

General Correspondence

The Clerk to the Council and individual councillors will endeavour to reply no later than 15 working days from receipt. Where a subject requires research will delay a reply, a holding reply will be issued within 15 days.

Persistent and Vexatious Correspondence

People identified as Persistent or Vexatious (see Introduction and Description of Terms and Note 1), will be put on a register. The Clerk will inform the individual that they have been placed on the register, send them a copy of this policy and implement the following measures:

a. The individual will only be permitted to correspond by letter sent through the Royal Mail addressed to the Clerk. They may not communicate directly with individual councillors.
b. The named individual shall not correspond by electronic mail, in local newspapers and magazines or by telephone. Should they do so, the Clerk and councillors will be under no obligation to respond.
c. The Clerk will endeavour to reply within 15 working days.
d. Correspondence that contains enquiries that have already been dealt with will not receive a further response. Only correspondence that raises new issues will receive a reply.

Note 1

This procedure will be used to place individuals on the Register of Persistent and Vexatious Correspondents:

a. Persistent and Vexatious Correspondents can only be nominated after a joint consultation between the Clerk and the Chair. Should the Chair be unavailable then the Vice Chair will deputise.

b. That nomination will be voted on by the Council and only accepted with a majority decision.

c. The register will be held by the Clerk.

d. A councillor or the Clerk can request that a name be removed from the Register at any time. That request will be voted on at the next meeting of the Council and will only be removed by a majority decision.

e. Whenever the Council discusses either the placement or removal of an individual, members of the public will be excluded from the meeting and the minutes will not name that individual.