



RCRS Secondary:	GOV-02	Effective Date:	2023-NOV-20
Policy Number:	COU-238	Amendment Date/s:	
Title:	Council Correspondence Policy	Repeal Date:	
Department:	Legislative Services	Approval Date:	2023-NOV-20

PURPOSE:

To establish protocols for handling electronic and paper Correspondence addressed to the Mayor and/or Council.

DEFINITIONS:

Correspondence	Means all letters or requests addressed to Mayor and Council from an individual or organization either electronically (via email) or via Canada Post, fax, or hand delivery.
Meeting Agenda	Means a Regular Council or Committee Meeting Agenda.

POLICY:

The Council Correspondence Policy establishes a formalized process to ensure all Correspondence received by the City of Nanaimo addressed to Mayor and/or Council is addressed consistently and efficiently, and filed, tracked, and dispositioned in accordance with the City of Nanaimo Records Management Bylaw, policies, and procedures.

APPLICATION:

This policy is applicable to all Correspondence received addressed to Mayor and/or Council. This does not include correspondence sent to individual Council members, or sent to some but not all Council members, unless that Correspondence is forwarded to the Mayor's office for response.

Mailed Correspondence addressed to individual Council members and marked "confidential" or "private" will be unopened and placed in that individual's mailbox at City Hall.

PROCESS:

1. Correspondence Addressed to Mayor and Council (for action)
 - 1.1 Correspondence related to operational matters, including letters of inquiry and/or complaints from the public will be acknowledged and directed to the applicable staff for resolution and response. Copies of the request, and response, will be circulated to Council for information. Matters left not responded to will be escalated to the Chief Administrative Officer.
 - 1.2 Correspondence related to a matter that is awaiting a staff report for Council's consideration will be held until that item is brought forward on a Meeting Agenda. At that time, the Correspondence will be attached as background to the corresponding agenda item.

- 1.3 Correspondence related to public hearings will be dealt with as per the Public Hearing Process Policy.
 - 1.4 Requests for letters of support, in-kind contributions, support in principle, or funding will be dealt with as per Council's Support Policy or Grants Policy as applicable.
 - 1.5 Correspondence requiring an action to be taken by Council that is not covered in sections 1.1 through 1.4, will be reviewed by the Corporate Officer and where applicable, placed on a future Meeting Agenda for consideration.
2. Correspondence to Mayor and Council (for information)
 - 2.1 Correspondence addressed to Mayor and Council that does not require action will be circulated to Council for information via the weekly Council Information Package with a link to Council's SharePoint page. Examples include:
 - An event invitation
 - A letter of thanks, appreciation or commendation
 - Newsletters, annual reports, conference information and updates
 - Memos and updates from senior staff
3. Correspondence Addressed to the Mayor
 - 3.1 All correspondence addressed to the Mayor shall be dealt with at the Mayor's discretion and a copy, as appropriate, circulated to Council members for information.
4. Correspondence Received by a Member of Council

A Council member that has received Correspondence directly or has identified an item of Correspondence from the Council Information Package that they wish to bring forward for consideration by Council, shall submit the Correspondence to the Corporate Officer who will add it to a Meeting Agenda in accordance with the procedures outlined in this policy.
5. Correspondence for a Meeting Agenda
 - 5.1 Correspondence considered on a Meeting Agenda forms part of the public record and will be published. The author's name and address are relevant to Council's consideration of the matter and will be disclosed through the process. House numbers, phone numbers, and personal email addresses will be redacted pursuant to the *Freedom of Information and Protection of Privacy Act*.
 - 5.2 In the event Correspondence requests consideration of a particular topic, without providing any background information or additional commentary, staff will request additional supporting information from the letter writer(s) prior to placing the Correspondence on the next available Meeting Agenda.
 - 5.3 Any inappropriate, offensive, misleading, harassing or threatening Correspondence need not be acknowledged and will be filed.

6. Late Correspondence

- 6.1 All correspondence received after the stipulated deadline shall be forwarded by the Corporate Officer to the following Meeting, with the exception of correspondence that is deemed by the Corporate Officer to fall within the definition of a “Late Item” as outlined in Council’s Procedure Bylaw.

7. Petitions

- 7.1 Petitions presented to Council must meet the criteria as set out in Council’s Procedure Bylaw.

8. Anonymous Correspondence

- 8.1 No action will be taken on anonymous complaints except where there is reason to believe that the situation involves life and/or safety issues.

9. Unsolicited Goods and Services

- 9.1 Correspondence regarding unsolicited goods and services will not be acknowledged or retained.

RELATED DOCUMENTS:

Council Procedure Bylaw No. 7272

COU-185 - Grants Policy

COU-237 - Council Support Policy

COU-233 - Public Hearing Process Policy

REPEAL or AMENDMENT:

N/A