



LLANNON COMMUNITY **COUNCIL**

PROCEDURE FOR **COMMUNITY COUNCILLORS** **IN RESPONSE TO** **ENQUIRIES FROM** **MEMBERS OF THE PUBLIC**

ADOPTED: 16th November 2023

REVIEWED: 21st June 2023

REVIEW DATE: May 2026

Llannon Community Council

Procedure for Community Councillor's in response to enquiries from Members of the Public

The interaction between Councillors and Members of the Public is crucial to the successful achievement of Council's aims and objectives. It is also necessary to ensure accurate information is provided, if requested.

If approached by a member of the public regarding Community Council matters, whether in person, by telephone, by post, social media or email, councillors must be aware of and follow the appropriate procedure.

1. A formal enquiry regarding Community Council matters by any means, telephone, post, social media, email or in person should be referred to the Clerk within 24 hours.
2. In some circumstances, the Councillor may be able to respond to the enquiry. If a formal response is still required then within 24 hours of contact, the Councillor should email the Clerk with the following information:
 - The date, time and location where contact took place.
 - The name of the member of the public.
 - Contact details. (Confidentiality is assured).
 - The nature of the request or query.
 - The response provided by the Councillor.
 - Any other information the Councillor feels may be relevant.

Councillors must adhere to the Code of Conduct in relation to Members of the Public, at all times.