

Stamford Bridge Parish Council Communications Policy

Stamford Bridge Parish Council (SBPC) communications policy will be made up of three highlighted areas, e-mail response, media response and telecoms. Each area will require a different approach.

1. E-mail response

Initial e-mails will be dealt with by the Clerk to the Parish,

- where the content is of a business nature the clerk should deal with these,
- where the content is of a resident query these should be passed to the Chair or Deputy Chair.
- where the content is a complaint to the council this should be passed to the Chair or Deputy Chair to deal with.

2. Media response

- An initial holding statement will be given by the Clerk,
- Either the Chairman or a designated spokes person will deliver further statements following suitable training.
- No member of SBPC should talk to the media without the consent of the Chair or four other councillors.

3. Telephone response

- Initial telephone calls will be dealt with by the Clerk to the Parish,
- Should further response be required this will be dealt with by the Chair or Deputy Chair depending on who is available.
- Should a member of the SBPC have a more detailed knowledge then they should brief the Chair or Deputy Chair.