

DRAFT COMMUNICATIONS POLICY
For discussion 21.9.20

- Acknowledgement of any email or Facebook messages within 48 hours (to match the timeline in our complaints policy)
- If it's simple information requested e.g. meeting dates or access to files on our website, pass the information straight back
- If any reply would effectively be a policy announcement, give a holding message saying we will respond within ?10 days
- Draft reply (by clerk or councillor?) to be circulated round the whole council for comment before sending
- Where useful, publish a generic version of the reply on the website / Facebook