

CITY OF GRAND FORKS

POLICY TITLE: Correspondence **POLICY NO:** 105

Incoming Mail

EFFECTIVE DATE: February 6, 2006 **SUPERSEDES:**

APPROVAL: Council **PAGE:** 1 of 1

POLICY:

All incoming signed correspondence with a return address shall be answered.

PURPOSE:

To ensure that the City responds to all who communicate with the City about City operations and requests for services.

PROCEDURE:

All signed incoming mail with a name and return address shall be directed in this manner:

- cheques and invoices to the Finance Department
- requests for information and records will be directed to the appropriate City department for direct response.
- requests for new services and facilities will be put on the Council Agenda by the City Manager or the City Clerk for Council's action.
- general, routine and falling within the guidelines of City Policy shall be answered by the City Manager or City Clerk or by other Department Heads
- addressed to a member of Council, the Council member shall be given a copy and the original sent to the City Manager or City Clerk who shall handle the correspondence as outlined above.