



# City of Dawson

## Correspondence Policy

### # 2024-02

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### POLICY STATEMENT

The City of Dawson is committed to ensuring that communications/correspondence received by the City is addressed consistently and efficiently, and filed, tracked, and dispositioned in accordance with the City of Dawson Records Management Bylaw, policies, and procedures.

#### 1.0 **Purpose**

1.1 This Policy is meant to cover correspondence received by the City of Dawson. Providing a clear and objective policy for the handling of correspondence facilitates good governance and amplifies public engagement in relation to City services, operations, and statutory requirements.

#### 2.0 **Application**

2.1 This policy applies to all employees and elected members of Council of the City of Dawson.

#### 3.0 **Definitions**

The following terms are used within this policy and are defined as follows:

- a) "CAO" means the Chief Administrative Officer for the City of Dawson.
- b) "CITY" means the City of Dawson.
- c) "CORRESPONDENCE" means any written communication, including letters, emails, faxes, petitions, and other forms of written expression sent to the City of Dawson from someone outside of the organization.
- d) "COUNCIL" means the elected members of Council for the City of Dawson.
- e) "MEETING" means regular Council or Committee of the Whole (COW) meeting.

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## 4.0 Procedures

- 4.1 Correspondence addressed to “Mayor and Council “or “City of Dawson” will be forwarded to the Municipal Clerk, a copy will be kept on file, and where the sender is an individual resident, local business, or local organization where acknowledgment of receipt is appropriate or desired, receipt will be acknowledged to the sender/author.
- 4.2 Such correspondence will then be reviewed by the Municipal Clerk and/or the CAO to determine:
  - a. appropriateness. (i.e. obscene or defamatory language, accusations, insinuations, jurisdiction, unsolicited commercial product or service, confidential matter, content contrary to municipal violence and harassment policy, and anonymity).
  - b. if the question has been answered or addressed previously or the issue determined by Council. In such cases, the correspondence will be shared with Council but not added to a meeting agenda as it is no longer relevant to current decision making.
  - c. If a staff response is appropriate/ sufficient. (i.e. simple question, request for letter of support, operational concern).
- 4.3 If correspondence deals with a pending development application, public hearing, or a matter that is awaiting a staff report for council consideration, the correspondence will be held until such time as the item comes before council. At that time, the correspondence may be attached as background to the corresponding agenda item.
- 4.4 If correspondence is determined appropriate, current, and not dealt with by staff, it will then be added to Correspondence at the next scheduled Committee of the Whole meeting.
  - 4.4.1 The municipal Clerk and/or the CAO may add a response to the correspondence for inclusion in the meeting package if it is deemed helpful in clarifying the issues identified
- 4.5 If no Committee of the Whole meeting is scheduled in a given month, correspondence may be added to a regular Council meeting agenda at the discretion of the CAO, in consultation with the Mayor; or forwarded to the next scheduled Committee of the Whole meeting
- 4.6 Correspondence is received for information only. The receipt of correspondence for information purposes is a public acknowledgment of receipt and Council awareness of the content of the correspondence therein when discussing or debating related issues. Council members may determine further action related to the correspondence by resolution.
- 4.7 The deadline for receipt of correspondence to be included in a meeting package is the Wednesday morning prior to the Council meeting, unless identified by the CAO as time sensitive.

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4.8 Correspondence addressed to a specific staff member or department will be provided to the identified member or department manager and a copy of the correspondence will be maintained in the appropriate department and made available to the CAO upon request.

4.9 Such correspondence will then:

- a. Be reviewed by the department manager to determine appropriateness. (i.e. obscene or defamatory language, accusations, insinuations, jurisdiction, unsolicited commercial product or service, confidential matter, content contrary to municipal violence and harassment, anonymity).
- b. And where the sender is an individual resident, local business, or local organization where acknowledgment of receipt is appropriate or desired Receive acknowledgment from the department manager or CAO within 7 days and a response within 30 days
- c. The responding Department Manager or CAO will consider all relevant municipal policies, Bylaws, upper government legislation and pertinent information in responding.

5.0 **Force and Effect**

5.1 This policy shall come into full force and effect upon adoption by Council.

**Original signed by:**

Alexander Somerville, Presiding Officer

David Henderson, CAO

<b>POLICY TITLE</b>	Correspondence Policy
<b>POLICY NO.</b>	2024-02
<b>EFFECTIVE DATE</b>	August 20, 2024
<b>ADOPTED BY COUNCIL ON</b>	August 20, 2024
<b>RESOLUTION NO.</b>	C24-15-14