



Town Council Policy on Correspondence addressed to the Council *Adopted by Town Council on February 4, 2008*

Town Council Policy on Correspondence addressed to the Council

PURPOSE: The Council receives correspondence from residents and business owners both on a wide variety of issues and in multiple formats. These formats may include regular mail, email and phone calls. The purpose of this policy is to establish a process by which written communications will be managed in order that Councilors, staff and the initiators of such correspondence will have an understanding and an expectation of how the correspondence will be managed.

GENERAL GUIDELINES: Any correspondence (**written or electronic**) received at the Town Office addressed to any Councilor in their official capacity will be copied and made available to the full Council. Correspondence that is received at the Town Office but is addressed in a personal manner to a Town Councilor shall only be shared with the full Council at the discretion of the Councilor receiving the correspondence. The correspondence will not be referenced by the individual Councilor unless copies have been made available to the full Council.

EMAIL CORRESPONDENCE RECEIVED: The Town Council acknowledges that all emails received and sent that concern the government of the Town of Brunswick are public documents regardless of the email account. (Personal accounts, accounts in the names of spouses etc included). Email correspondence that is received at the generic email account in the Town Office will be responded to with a courteous reply by the Town Manager's Administrative staff. This response will be a limited acknowledgment that the email has been received and shared with the Council and senior staff. The response will not divulge the individual email addresses of the members of the Council. The response will include a disclaimer to the following effect:
"Your message has been forwarded to the Town Council. Responses from individual Councilors may or may not reflect any position of the full Council. Citizens that have an urgent need to communicate with Councilors are encouraged to call their district Councilor or a Councilor At-large."

EMAIL CORRESPONDENCE RESPONSES: Upon receipt of an email a determination will be made to classify the correspondence as either a political or Council level policy issue or an administrative issue. Administrative staff as determined by the Town Manager will respond to the administrative emails with copies provided to the full Council. All emails that are of a political or Council level policy nature will be forwarded to the full Council and the Manager will await instruction before any response is provided by staff. Councilors that respond individually to emails from constituents received via the Town Office will forward the response to the administrative staff so that the correspondence can also be shared with the full Council and the Town Manager.

If adopted, this policy will be referenced in the Council Rules of Order and Procedure as follows:

48. Correspondence to the Town Council will be handled per the "Town Council Policy on Correspondence addressed to the Council" as adopted on February 4, 2008.