

## **Message Handling:**

The Clerk and Councillors should note that not all communication requires a response:-

- a. There will not be immediate responses to all communications as they may need to be discussed and agreed by the Parish Council. All responses must be agreed by the Parish Council.
- b. The Parish Clerk and the moderators (see Malpas Cheshire Online Media Policy) will be responsible for all final published responses.
- c. If a matter needs further consideration it may be raised at either the open forum or as a full agenda item for consideration by a quorum of Councillors. The enquirer shall be informed via the web page or a direct message that this is the case.
- d. If the Online moderator feels unable to answer a post for example of a contentious nature this shall be referred to the Parish Clerk. The poster must be informed of this fact, and also be invited to correspond with the Parish Clerk directly.
- e. Some communication from residents and other third parties may be required to be discussed at a Parish Council meeting. When this is necessary the item will be placed on the next available agenda. Any response will then be included in the minutes of the meeting.

Malpas Parish Council

Adopted 11<sup>th</sup> November 2019