



BOARD Policy

Division:	Administration	BRD-0340-50
Title:	Correspondence	017

1. PURPOSE

- 1.1 To establish a process that ensures all Correspondence received by the Sunshine Coast Regional District (SCRD) is addressed consistently and efficiently; is filed appropriately and tracked in the correspondence log.

2. SCOPE

- 2.1 This policy applies to all Correspondence received by the SCRD.

3. DEFINITIONS

- 3.1 "Correspondence" means any written or electronic letter, fax, or email, including any attachments.

4. POLICY

- 4.1 Correspondence related to the provision of services, which are within the current budget, or are generally of an operational nature shall be dealt with by staff.
- 4.2 Correspondence which can be dealt with under existing policy shall be dealt with by staff.
- 4.3 Correspondence which relates to new or amended bylaws and policies, new or improved service levels, and new, amended, or additional funding requests will be referred for consideration of placement on a Board or Committee agenda.
 - 4.3.1 If multiple or duplicate items are received, comments may be summarized in a staff report for the appropriate agenda.
- 4.4 Correspondence which relates to politically sensitive issues will be referred for consideration of placement on a Board or Committee Agenda.
 - 4.4.1 If multiple or duplicate items are received, comments may be summarized in a staff report for the appropriate agenda.
- 4.5 Correspondence of complaint that is:
 - 4.5.1 Of an operational nature will be dealt with by staff, and where a Director(s) is copied on the complaint, a copy of the complaint and response in the Directors' reading file.
 - 4.5.2 Related to policy will be referred for consideration of placement on a Board or Committee agenda with a copy to the Senior Leadership Team (SLT) member of the relevant Division.
- 4.6 Requests for letters of support will be referred for consideration of placement on a Board or Committee agenda.



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- 4.7** Correspondence referring to general bylaws or zoning will be referred for consideration of placement on a Board or Committee agenda.
- 4.8** Correspondence providing feedback on a proposed bylaw will be referred for consideration of placement on a Board or Committee agenda, unless a Public Hearing has been held in relation to the matter.
 - 4.8.1 If multiple or duplicate items are received, comments may be summarized in a staff report for the appropriate agenda.
- 4.9** Correspondence announcing approved grant funding to the SCRD will be referred for consideration of placement on a Board or Committee agenda for information with a copy to the SLT member of the relevant Division.
- 4.10** Correspondence providing feedback related to a specific rural area concern will be forwarded to the CAO for decision on routing.
- 4.11** Invitations of a formal nature, related to Board business, incidents of protocol or ceremony will be referred for consideration of placement on a Board or Committee agenda, if required.
- 4.12** Correspondence with lengthy attachments or supporting documentation may be referred for consideration of placement on a Board or Committee agenda with a notation that attachments or supporting documents are available in the Directors' reading file.
- 4.13** Correspondence addressed to the Board Chair and/or Directors that does not require action will be added to the Directors' reading file, such as:
 - 4.13.1 An event invitation of a casual nature.
 - 4.13.2 A letter of thanks, appreciation or commendation.
 - 4.13.3 Newsletters, annual reports, conference information, and news releases.
 - 4.13.4 Correspondence from Senior Governments or related agencies that are purely informational or have no direct relevance to SCRD business.
- 4.14** Correspondence requiring action by the Board that is not covered elsewhere in this policy, will be reviewed and where applicable, will be referred for consideration of placement on a Board or Committee agenda.
- 4.15** A Director who has received Correspondence directly or has identified an item of Correspondence from the Directors' reading file that they wish to bring forward for consideration by the Board, will be referred for consideration of placement on a Board or Committee agenda.
- 4.16** Correspondence received after the agenda deadline will be forwarded to the next possible meeting, with the exception of correspondence that is deemed a "Late Item" as outlined in the Board's Agenda Item Submission Deadline policy.



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- 4.17 Any inappropriate, offensive, misleading, harassing or threatening correspondence will not be acknowledged and will simply be filed.
- 4.18 Correspondents will be advised of how their item of correspondence has been dealt with and any proposed further actions by the relevant Manager within 10 working days of receipt of such correspondence.
- 4.19 For items that have been included on a meeting agenda, resolutions of the Board are to be communicated in writing to the correspondent within five working days of the Board meeting where the recommendation is adopted.

5. EXCEPTIONS

- 5.1 Correspondence related to public hearings will be handled by Legislative Services.
- 5.2 A response will not be sent:
 - 5.2.1 To individual signatories on a petition.
 - 5.2.2 To form letters.
 - 5.2.3 When more than fifteen submissions are received on the same subject matter (unless staffing resources permit).
 - 5.2.4 To grant-in-aid acknowledgements or other letters of thanks.
 - 5.2.5 To information bulletins.
 - 5.2.6 In other circumstances as may be deemed appropriate by the Corporate Officer.

6. AUTHORITY TO ACT

- 6.1 Retained by the Board in part and delegated to staff in part.

7. REFERENCES (Bylaws, Procedures, Guiding documents)

- 7.1 BRD-0340-50-002 Agenda Item Submission Deadline policy
- 7.2 BRD-0340-50-038 Director Email Management policy
- 7.3 Correspondence Procedure

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