



Department Administration	Policy No. AD 005	Page 1 of 1
Policy Title PUBLIC LETTER OR CONCERN RESPONSE STANDARDS		

Council Resolution No. 45-07 Date: January 23, 2007	GMCS	CC	Cross Reference	Effective January 23, 2007
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PURPOSE

To establish Parkland County's response standards relating to receipt of, and response to, written public letters or concerns.

POLICY

Parkland County will acknowledge the receipt of valid public letters or concerns as soon as possible, but no later than ten (10) business days from receipt of the written document by the responding county department.

PROCEDURES

1. Written public letters or concerns, whether by mail, facsimile, email or personal service, will be immediately referred to the appropriate county department for processing.
2. The department manager, or designate, will review the public letter or concern to determine whether they are deemed valid by Parkland County. Valid public letters and concerns meet all of the following criteria:
 - a. Be legible and coherent,
 - b. Be signed by at least one person, who provides a printed name and address, and
 - c. Not be libelous, impertinent or improper.
3. County departments will provide written response to valid public letters and concerns within ten (10) business days by either acknowledging receipt of or providing the final response to the public letter or concern.
4. When responding to public letters or concerns, the following will apply:
 - a. **Information Readily Available**
Where readily available information is requested, the appropriate information will be sent to the public member by written response as soon as possible, but no later than ten (10) business days.
 - b. **Information Requiring Research**
Where public letters or concerns require research, or if there is a delay (i.e. pending motion or decision), written response will be forwarded to the public member as soon as possible, but no later than ten (10) business days, confirming the receipt of their letter or concern and providing the estimated timeframe for a response.
5. Public response requirements provided by Federal or Provincial legislation and Parkland County Bylaws take precedence over policy response standard provisions (i.e. Assessment Review Board, Subdivision & Development Appeal Board, etc.).