



Haslemere Town Council

Service level agreement for responding to incoming communications

This agreement covers the following 4 areas of incoming communications

1. Postal
2. Email
3. Telephone
4. In person

Postal

Where it requires a response, Town Hall officers endeavour to respond to any general post received at the Town Hall within 5 working days. All incoming post is to be date stamped and passed to the relevant office to respond

Where post is received for a Councillor, the envelope should be date stamped and put in the Councillor's post tray. It is the responsibility of all Councillors to attend the Town Hall on a regular basis and check their post tray.

Email

Where it requires a response, Town Hall officers endeavour to respond to any emails received within 5 working days.

Telephone

Town Hall officers endeavour to return any telephone messages received within 1 working day.

In person

Town Hall officers endeavour to deal with any member of the public who turns up at the Town Hall as promptly as their existing workload allows.