

Parish Council Enquiry Protocol

	Action	Responsible Officer
1.	Parish Council clerk to submit enquiry to memberscasework@brentwood.gov.uk	Parish Council Clerk
2.	The Parish Council clerk should provide as much information as possible to aid speedy investigation and response.	Parish Council Clerk
3.	The enquiry will be logged and given a tracking reference and an automated response will be issued to the Parish Council Clerk. Then the enquiry will be forwarded to the Casework Officer in the relevant department	Corporate Support Officers
4.	The Corporate Support Officers will acknowledge receipt of the enquiry via email within 48 hours advising the name of the officer that is dealing with the enquiry, contact details and response due date or the response if already available.	Corporate Support Officers
5.	The Parish Council Clerk will be kept informed of progress where the response to the enquiry is likely to take more than 5 days	Casework Officer
6.	If no response/update is received on the 5 th day, relevant Casework Officer to be contacted for explanation.	Casework Officer
7.	Unsatisfactory responses or no responses can be escalated to the Head of Service and Chief Executive	Casework Officer
8.	The relevant officer's response will be sent to the Parish Council Clerk by email with a copy to the Casework Officer. Details of any request for further action from the Parish Council Clerk should be copied to the Casework Officer to be logged	Relevant Officer
9.	Enquiries needing cross-service responses will be copied to each relevant service.	Corporate Support Officers
10.	Response to cross-service responses will be co-ordinated by Casework Officer as specified by Corporate Support Officers.	
11.	When making enquiries Parish Council Clerks will be directed to the relevant Casework Officer	Corporate Support Officers
12.	Corporate Support Officers will undertake periodic analysis of quality and timescale of responses and feedback as part of an exemption report to the Chief Executive	Corporate Support Officers
13.	Details of any enquiries made by the Parish Council Clerk directly to an Officer are to be referred immediately to memberscasework@brentwood.gov.uk to be logged and referred to Casework Officer as above.	All Staff/ Corporate Support Officers