

District of West Vancouver
POLICY

Title: Public Enquiries
Division: Administrative Services
Policy Number: 0135
File Number: 0282-20-0135

1. Purpose

- 1.1. To ensure consistency in corporate response to public enquiries.

2. Scope

- 2.1. This policy applies to all District staff.

3. Definitions

- 3.1. **Public Enquiry** means a request for information or action received by staff from a member of the public.

4. Policy Statement


- 4.1. District staff will respond to public enquiries in accordance with the Public Enquiries Guidelines as referenced in Public Enquiries Procedure 0136.
- 4.2. Staff will not respond to public enquires that the divisional director (or designate) deems to be threatening, repetitious, vexatious, defamatory, or otherwise inappropriate.
- 4.3. When a public enquiry includes a request for action, staff must consider whether the action requested is:
 - reasonable;
 - feasible given budgetary and staff resource limitations; and
 - achievable within, and without undue disruption to, the ordinary course of District business.
- 4.4. If the requested action is deemed to be reasonable, feasible, and achievable, staff will respond to the query and inform of the action that staff will undertake. If the requested action is deemed to be unreasonable, not feasible, and/or unachievable, staff will respond to the query and inform that no action will be taken accordingly.

5. Related Policies or Procedures

- 5.1. Public Enquiries Procedure 0136.

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6. Approval

Approved by	<input checked="" type="checkbox"/> CAO	<input type="checkbox"/> Mayor and Council
Approval date	2021/05/25	
Council minutes eDocs # (Council Policies only)	n/a	
Council report eDocs # (Council Policies only)	n/a	
Signature	X 	

7. Additional Information

Category	<input type="checkbox"/> Council	<input checked="" type="checkbox"/> Administrative
Related procedure	<input checked="" type="checkbox"/> Yes (e.g. 0282-20-0136)	<input type="checkbox"/> No
Date of last review	n/a	