

**POLICY NO: 4.2.5**

**COUNCIL MEMBERS – REQUESTS/  
CONTACT WITH CITY EMPLOYEES**

**OBJECTIVE**

To identify the procedure for Council Members to submit their requests.

**POLICY STATEMENT**

1. The Mayor and Councillors are to refer their requests to the Chief Executive Officer, or if appropriate, the relevant Director; and
2. Requests/complaints are to be forwarded (preferably in writing) direct to the Chief Executive Officer for entering into the Register of Council Members' Requests. Routine requests may be forwarded direct to the relevant Director.
3. Council Member requests will be actioned within ten (10) working days and a written response will be provided to the Council Member advising of the action taken.
4. Where Council Members' Request requires a diversion of considerable staff resources (eg more than one (1) days research) or where the matter has not been included in the City's current Budget, the CEO will discuss the request with the relevant Council Member.

<b>Date Adopted:</b>	<b>9 April 1996</b>
<b>Date Amended:</b>	<b>22 July 2003</b>
<b>Date Reviewed:</b>	<b>22 July 2003, 22 April 2008</b>
<b>Date of Next Review:</b>	<b>April 2013</b>