

Culgaith Parish Council

Handling Enquiries from the Public - Guidelines for Councillors and Staff

Adopted 3rd July 2023.

We all have dual roles, as parishioners and as Councillors or Staff of Culgaith Parish Council. Sometimes a conflict of interest will arise. These guidelines address this issue. A list of documents providing further information is included below.

As Councillors or Staff, we are often approached by parishioners about matters relating to the Parish. This may be in person, by email, letter or phone. Very often matters are raised in general conversation. In this case, it is important to establish if you are being consulted in your role as a Councillor or as a parishioner.

If you are acting as a representative of Culgaith Parish Council and:

1. **You are consulted on a matter that has previously been considered by the Council.** Explain the position of the council on this matter. For further information, refer the parishioner to the minutes of the relevant meeting, which can be found on the Parish council website. If necessary, refer the matter to the Parish Clerk or Chairman, as appropriate, and/or reassure the parishioner that you will raise the issue at the next Parish Council Meeting under Councillor Matters.
2. **You are consulted on a matter that has not previously been considered by the Council.** Gather information and refer the matter to the Parish Clerk or Chairman, as appropriate. You can also raise the issue at the next Parish Council Meeting under Councillor Matters.
3. Once notified of any issue raised by the public, the Clerk, in consultation with the Chairman, will decide on the action necessary.
4. In some cases, your views may be at variance with the position of the Council or you may wish to express a personal opinion on the matter. Before doing this, ensure that the parishioner fully understands that **you are expressing a personal opinion and not acting as a representative of the Council.**

Associated documents

All documents (except 4) can be found at <http://www.culgaith.org.uk/council.html#down>

1. Culgaith Parish Council Code of Conduct (for rules regarding conflict of interest)
5. Culgaith Parish Council Standing Orders (for procedures relating to management of information (section 11), code of conduct complaints (section section 14) and handling staff matters (section 19))
6. Culgaith Parish Council Complaints Procedure
7. Powers and Duties of a Parish Council (remit of the Council) - see CALC website at link below:
<http://www.calc.org.uk/about/powers.asp>