



A Guide to Making an Enquiry

The Community Council Enquiry process has been developed to ensure the wide-ranging enquiries made by our Community Councils to our Services can be tracked, monitored, and evaluated to improve responses, in terms of both time and quality.

Benefits of the Community Council Enquiry Process

- Community Council enquiries are dealt with systematically and according to a set of service standards and protocols to ensure responses are accurate, consistent and timely;
- There is accountability in place to ensure enquiries are managed appropriately and can be monitored and tracked;
- Information about enquires is collected to ensure performance can be improved;
- Responses can be quality assured and evaluate.
- Analysis of enquiries informs service improvements.

In accordance with the Scheme of Establishment, the timescale for **enquiry responses is 10 working days**. If the enquiry is more complex, and more time is required, officers will contact the Community Council.

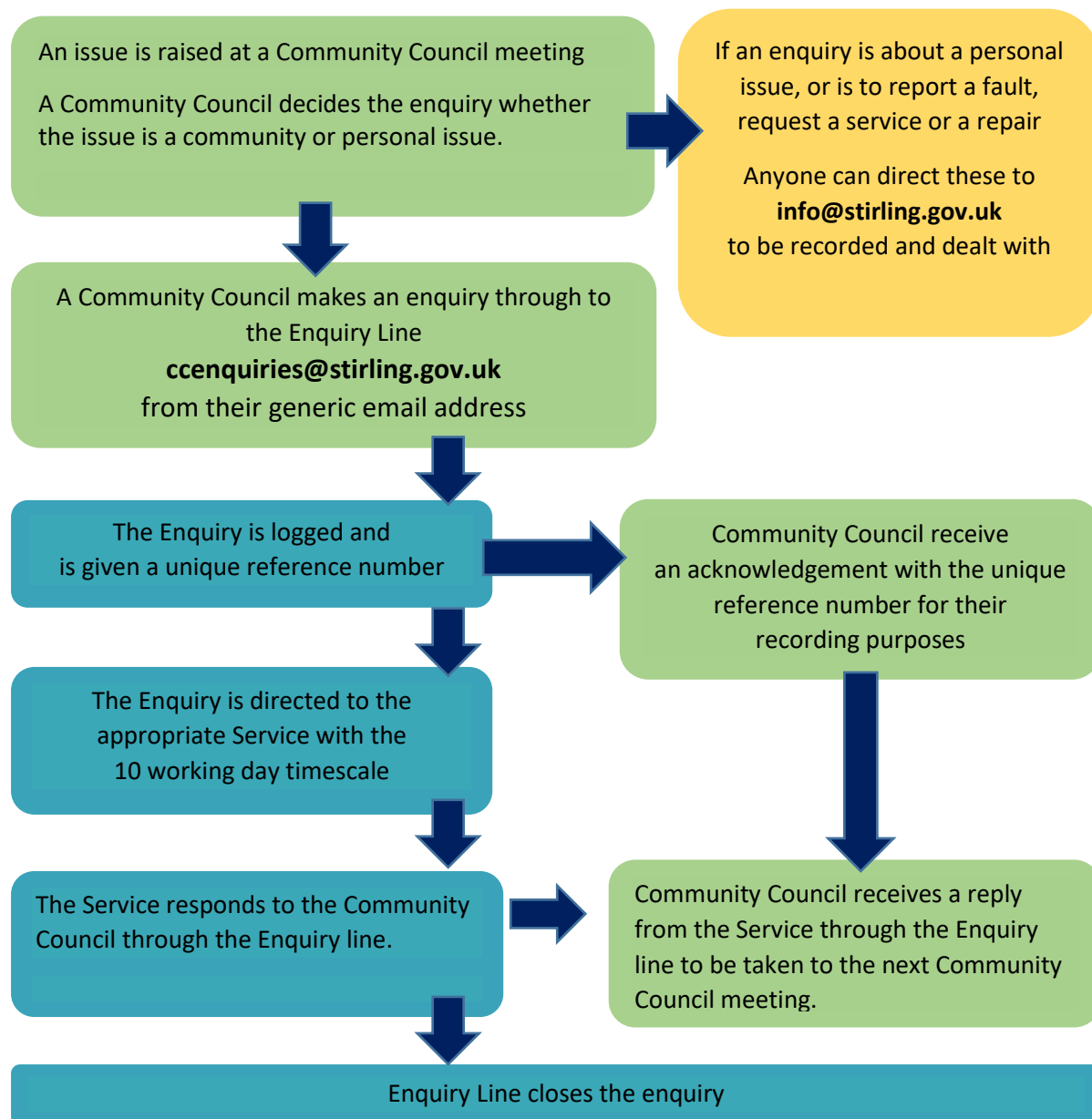
All Community Council enquiries will be filtered through this process even if sent directly to Officers, Services or Elected Members and will follow the 10 working day response time. This ensures the consistency of approach and allows officers to monitor the complexity and volume of enquiries in order to improve the service in the future.

Before Raising an Enquiry through the Community Council Enquiry Process

The Community Council should agree, at a Community Council meeting, that an enquiry will be sent to the Enquiry Line. The enquiry should be sent from the Community Council's generic email address.

The Community Council should discuss and agree a process for dealing with any enquiries that arise between meetings to ensure accountability. All enquiries send should be noted at the next Community Council meeting.

Community Council Enquiry Process



The Community Council can ask for an enquiry to be re-opened if the Service have not actioned the enquiry as detailed in their response.

Logged enquiries can be escalated through relevant Elected Members if no response is received in the timescale.

If a Community Council is not satisfied with the response it receives, it can ask for the enquiry to be reviewed. This request should be made through the Enquiry Line – ccenquiries@stirling.gov.uk