



The Corporation of the District of North Vancouver
CORPORATE POLICY MANUAL

Section:	Administration	1
Sub-Section:	Council - General	0530
Title:	STAFF HANDLING OF INDIVIDUAL COUNCIL MEMBER REQUESTS FOR INFORMATION	8

POLICY

1. Council Member Requests for Information:

For routine information, facts and/or documents which are readily available and the staff member is authorized to release, Council members may approach appropriate staff at any level in the organization. Requests for non-routine information or information which is not readily available, is sensitive, or requires interpretation of District policies or procedures should be directed to senior staff (Assistant Manager, Departmental Manager, Director or Municipal Manager depending on the nature of the request and the Council member's preference). The senior staff member will then respond to the request in the most expedient and efficient manner possible. Where, in the opinion of senior staff, preparation of the information requires substantial staff time or cost, the requesting Council member will be advised that a Council resolution directing that the requested information be provided is required.

2. Requests for Information Dealing with Complaints by or to Council Members:

Requests for information or follow up from Council members dealing with complaints by them or complaints they have received must be directed to the appropriate senior staff (Assistant Manager, Departmental Manager or Director according to the nature of the matter and the Council member's preference) who will take the information, initiate any necessary investigative or follow up action and provide a response to the appropriate Council member in a timely manner. If the Council member is dissatisfied with the response they should refer the matter to more senior staff (Director or Municipal Manager) who will follow up on the matter and provide a response in a timely manner. If the Council member continues to be dissatisfied with staff's response, they should contact the Mayor and, if necessary, subsequently submit a Council resolution to be dealt with at a future "in Camera" meeting" of Council.

REASONS FOR POLICY

1. To ensure that there is a clear understanding between Council and staff regarding the supply of information from staff to individual Council members.
2. To ensure that individual Council member's requests for information are dealt with in a respectful, responsive, timely and efficient manner by staff consistent with the District's Governance Principles, Corporate Values and Freedom of Information and Protection of Privacy Legislation.

AUTHORITY TO ACT

Delegated to staff.

PROCEDURE

1. Staff receiving requests for information from individual Council members must respond in a courteous manner determining what information is being requested, if possible why it is being requested, if it is readily available and releasable and if any interpretation of policy or procedure is required. If the information is readily available, releasable and requires no interpretation of policy or procedure, the information should be provided as expediently as possible and the staff member's Assistant Manager or Manager advised that the information has been provided. In the event the information is not readily available, releasable or requires policy or procedure interpretation, the staff member should politely advise the Council member requesting the information he the request is being referred to the appropriate Assistant Manager or Manager to handle.
2. In the event a staff member feels the Council member's request for information is being submitted or conveyed in an inappropriate manner, the staff is to politely advise the Council member that they are referring the matter to the appropriate senior staff (Assistant Manager, Manager or Director) to handle. The senior staff that the request for information has been referred to is expected to follow up with the Council member as quickly as possible.
3. Where an Assistant Manager or Manager has received information regarding a complaint from an individual Council member they should note the matter and inform their Manager or Director of the matter, any follow up action taken, and information provided back to the Council member.
4. Any non-routine information in written form provided to one member of Council will be provided to all members of Council particularly if there is a likelihood that the matter will be discussed by Council in the foreseeable future or in the opinion of senior staff, all Council members should receive information. In order to respect the right to privacy, information provided to an individual Council member regarding a complaint will not be distributed to all members of Council unless it is deemed appropriate by the Municipal Manager or the Mayor.

Approval Date:	February 3, 1992	Approved by:	Policy & Planning - In Camera
1. Amendment Date:	May 25, 1992	Approved by:	Regular Council
2. Amendment Date:	October 2, 1995	Approved by:	Executive Committee
3. Amendment Date:	December 11, 1995	Approved by:	Regular Council