



SALTNEY TOWN COUNCIL POLICY AND PROCEDURE FOR INFORMATION REQUESTS

1. Saltney Town Council is committed to the Freedom of Information Act and will meet all obligations so required under it.
2. Wherever possible Saltney Town Council will provide additional information beyond the limited requirements of the Act but will be conscious of the Data Protection Act and Copyright.
3. Only ratified Council documents, including approved minutes, will be made available. Draft documents will not normally be made available.
4. Requests for information may be made in person, by email or letter.
5. Wherever possible, callers will be provided with all permitted information at that time. If this is not possible, they will be informed as to when the information will be available.
6. Requests by email or letter will be handled in a logical manner. If the information is available on the Town Council website, those enquiring by email will be so directed.
7. Where the information is to be provided in hard copy form, the Council reserves the right to make a nominal charge to cover costs.
8. The Clerk's office will aim to satisfy all information requests within 5 working days (*not including weekends or Bank Holidays*) at the latest. Where documents are not yet ratified, the enquirer will be informed of the likely date when they would be available.
9. A record will be kept of all requests met by hard copy together with the amount charged.