



The Corporation of the District of North Vancouver

CORPORATE POLICY

Title	Inappropriate, Offensive, Misleading, Harassing or Threatening Correspondence to Members of Council or Staff
Section	Corporate Administration

POLICY

It is the policy of Council that inappropriate, offensive, misleading, harassing or threatening correspondence addressed to Council or staff will not be tolerated.

Where an individual, group of individuals, association, organization or company submits inappropriate, offensive, misleading, harassing or threatening correspondence to members of Council or staff, Council may, by resolution, direct that all correspondence from that individual, group of individuals, association, organization or company be directed through the Municipal Clerk. This direction is deemed to include the authority for the Manager, Information Technology Services to redirect email correspondence from the named person, persons, organization or company by whatever means are necessary and appropriate so that the email correspondence is not received by individual members of Council and/or staff yet is redirected solely to the Municipal Clerk.

Where Council has determined that this policy applies, the Municipal Clerk shall receive and review all correspondence from any named person, persons, organizations or companies and only forward to the appropriate member(s) of Council or staff correspondence that addresses, in an appropriate civil tone, a legitimate business request, question, comment or suggestion. The Municipal Clerk may redact inappropriate portions of correspondence that otherwise have a legitimate request, question, comment or suggestion. Any exclusively inappropriate, offensive, misleading, harassing or threatening correspondence need not be acknowledged and will be filed.

This policy is not intended to deny any legitimate access to the Council for the District of North Vancouver or its staff. The Municipal Clerk will not withhold or redact any communication or correspondence that is legally required to be made available to Council.

The application of this policy in any particular instance will be reviewed after one calendar year to determine its continued need. A resolution of Council will be required to terminate its application.

Policy approved on:

Policy amended on:

PROCEDURE

Where Council deems this policy to apply, the following resolution would be appropriate:

THAT recent correspondence from _____ is deemed to be inappropriate, offensive, misleading, harassing or threatening and, in accordance with policy, further correspondence shall be directed to the Municipal Clerk for a period of one year.