

<b>Subject:</b> Correspondence by City Departments to Outside Parties	<b>Number:</b> 6-4
	<b>Date Issued:</b> December 1, 1998 <b>Date Revised:</b>
<b>Responsible Department:</b> City Manager	<b>Approved:</b>

## Purpose

1. To establish a maximum deadline for the answering of all correspondence directed to City departments, other than form letters.
2. To establish a policy regarding the signing of all correspondence directed to outside parties.

## Procedures

1. All correspondence, other than form letters, directed to City departments shall be answered within three working days of receipt.
2. If the matter cannot be answered immediately, an acknowledgment should be mailed to the interested party and a reply should be prepared as soon afterwards as possible.
3. If a definite answer has not been given with the first letter, a copy of the above letter should be placed in a follow-up file in order to assure that the letter is answered with a definite decision reply.
4. Department directors will use their own discretion in determining which positions shall be authorized to sign outgoing correspondence. Determinations as to what form outgoing correspondence will take will also be made by the department directors.