

## **Appendix B**

**My ref:**

**Your ref:**

**Date:**



Civic Offices  
Merrial Street  
Newcastle-under-Lyme  
Staffordshire  
ST5 2AG

<Name and Address of  
Recipient>

<Date>

Dear

### **Re: Contact with Councillor <name>**

I am writing to you following a number of recent contacts that you have made with me regarding <subject matter>.

While councillors encourage members of the public to contact them in relation to their council work, there are occasions when this contact can be considered excessive, unfounded or unacceptable. Please be aware that your continued correspondence on < subject matter > may be considered to infringe the normal relationship which exists between a member of the public and a councillor.

Therefore, I wish to raise the following concerns regarding that correspondence:-

- <insert concerns>
- .

The council has in place a 'Case Management Policy for Councillors', which I enclose for your attention. This policy allows councillors to request that a member of the public uses a single point of contact at Newcastle-under-Lyme Borough Council for all your dealings with us irrespective of the councillor that correspondence relates to.

You should also note that a limit can be put in place with regards to the amount of contact that a member of the public has with councillors.

Please be advised that the frequency and content of your contact with me on < subject matter > is now being monitored and may result in the 'Case Management Policy for Councillors' being invoked.

Yours sincerely

**<Councillor Name and contact details>**