



# Lymington & Pennington Town Council

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## **CUSTOMER CONTACT** **GUIDELINES**

The staff at Lymington & Pennington Council are employed to undertake administration and accounting duties of the Town Council. Council staff manage all public enquiries, comments and complaints.

Similar to a Manager or CEO of a company, the Town Clerk is responsible for overseeing the running of the Town Council.

All public enquiries, comments and complaints are therefore managed by Council staff in the first instance. This enables all employees of the Council to fulfil their responsibilities in a timely and productive manner.

The Town Clerk is advised of all enquiries, comments and complaints.

The Town Clerk may respond to any enquiry, comment or complaint in the following way:-

- By letter
- By email
- Via Council staff representing the Town Clerk in the Town Council's response to the enquiry, comment or complaint.

The Town Clerk and Council staff are unable to provide face-to-face responses on an ad-hoc basis.

Councillor Barry Dunning  
**Town Mayor**