

## **Appendix 1**

### **PROCESS FOR RESPONDING TO COMMUNITY QUESTIONS RAISED AT CDO COMMITTEE MEETINGS**

Members of the public who pose a question at CDO committee meetings will be asked to complete a card with their name and contact details so that a written response to their questions (should this be required), can be forwarded.

Where the question is directed to the borough commander, and concerns a local matter the MPA will request a written response from the borough commander, following the meeting, which can be forwarded to the person asking the question. A copy of this response will also be forwarded to the MPA link member and a copy kept on the file. This will be in addition to any verbal response given at the meeting itself.

Where a question is directed to the MPA, if it is assessed that a further more detailed response or additional information is required to augment the verbal response given at the time, officers will draft a response to the person asking the question. Copies will be made available to the MPA link member and kept on the MPA file for that borough.

Where matters arise which require MPA involvement other than a written response (eg local investigation by the MPA link member), officers will be responsible in discussion with Members (or Member) and the local borough commander, where appropriate, for setting up such meetings.

If anyone is dissatisfied with a response (verbal or written), they will have the right to raise the dissatisfaction with their link member and/or the Clerk and Chair of the MPA.

The responsibility for maintaining this process will rest with the policy officer for Consultation and External Diversity in consultation with the Chair of the Consultation, Diversity and Outreach Committee.

The above process will be under constant review to ensure that it remains responsive to the issues and the information needs of those who raise questions at the CDO committee, either as individuals or as representatives of their local community or group.