CITY OF WEST KELOWNA

POLICY

Title: Council Correspondence
Department: Corporate Services
Policy Number: 0034
File Number: 0340-50-0034

Purpose

1.1. To establish a consistent process related to correspondence received by Council.

2. Scope

2.1. This policy applies to correspondence to Council on various community issues. It does not include correspondence that is part of a specific public process such as a public hearing, or a development application.

3. Definitions

3.1. **Correspondence** means any written communication, including a letter, email, fax, petition, or another form of written expression, intended for Mayor and Council.
3.2. **Council** means the City of West Kelowna Mayor and Council.
3.3. **Daily Mail** means the method of sharing correspondence electronically with Council.

4. Policy Statement

4.1. All correspondence received is public and subject to the *Freedom of Information and Protection of Privacy Act*.
4.2. Staff will provide Council with correspondence in a timely manner.
4.3. All written correspondence to Council must include a name and contact information. Anonymous correspondence will not be circulated.
4.4. A member of the public may submit written correspondence for Council information or consideration to City Hall (by mail or in person) or by email to mayorandcouncil@westkelownacity.ca
4.5. Staff will review correspondence received, provide acknowledgement and circulate to Council through Daily Mail.
4.6. Correspondence requiring an administrative or operational response will be directed to the Chief Administrative Officer (or designate) who will forward the correspondence to the appropriate business area for response. Staff will provide a response as required and a copy will be provided to Council through Daily Mail.
4.7. Correspondence containing egregious language, threats or libel/slander and/or defamatory remarks will not be acknowledged or circulated, at the discretion of the Chief Administrative Officer (or designate).
4.8. Where Mayor and Council choose to respond to correspondence with a formal response from the City, the response will come from the Mayor, copying all Councillors.

4.9. Where an individual Councillor or the Mayor is requested to provide a policy position on a matter in response to correspondence, and they wish to respond, the Council member or Mayor shall:

i. provide the official stance of the City, if one has been established; and,
ii. if desired, provide his or her personal position on the matter, clearly articulating that this is his or her personal position, not the position of Council; and
iii. share that response with the Mayor and Council.

5. Authority

5.1. *Freedom of Information and Protection of Privacy Act*

6. Related Policies or Procedures

6.1. None.

7. Approval

Approved by	☐ CAO	☒ Mayor and Council
Approval date	September 8, 2026	
Council Resolution #	C237/26	
Signature	*[Original signed by Mayor]* MAYOR	

8. Additional Information

Category	☒ Council	☐ Administrative
Related procedure	☐ Yes	☒ No
Procedure number		
Date of last review		