

## Procedure for Dealing with Written Questions to Trust Board

<b>Section:</b>	<b>Trust Board Operating Arrangements</b>
<b>Code:</b>	<b>TB6</b>

To meet the spirit of the Guidance contained in Guidance Notes: Public Access to Meetings HSS 4/2001 regarding questions to the Board, the following arrangements will apply:-

- 1.0 Written questions will be received and noted by the Board. Information as to how an applicant may submit a written question will be contained in the press advertisement (see TB1 – Procedure for arrangements for notification of Trust Board meetings).
- 2.0 The use of written questions is intended to give the public an opportunity to directly write to the Chairman of the Board on matters of general policy. Questions in respect of individuals and the services they receive will normally be dealt with under the existing complaints procedures.
- 3.0 Questions should be addressed to the Chairman's office. On receipt of a question:-
  - 3.1 The question will be drawn to the attention of the Board Secretary/Nominee who will determine whether the question should continue to proceed in this matter or relocate to complaints process;
  - 3.2 An acknowledgement will be issued by the Board Secretary within three working days.
  - 3.3 The question will be directed to the appropriate director(s) for a draft response compiled by the director or nominated lead director if one or more services are involved. The response to be with the Chairman within 15 working days.
  - 3.4 The Chairman will issue the agreed response on behalf of the Board, within 30 calendar days and a copy of the response will be made available to each board member at the next scheduled board meeting. A formal record of questions received and the general nature of the response will be tabled at each board meeting and noted in the minutes.