

POLICY	WRITTEN RESPONSES TO SERVICE PLANNING AND FUNDING QUESTIONS
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Purpose	<p>This policy outlines to staff their responsibilities in relation to responding to questions from the public.</p>
Background	<p>As the NMDHB takes on greater responsibility for planning and funding of services there will be a corresponding increase in written and verbal questions to the Board. These might concern issues such as:</p> <ul style="list-style-type: none"> • Processes (e.g. for community involvement, provider selection etc). • Reasons why certain services are or are not funded. • How and why decisions were made. <p>The Board is committed to keeping the community informed as to its activities and planning. This policy supports the implementation of the Community Involvement Policy.</p>
Scope	<p>This policy applies to all questions raised by the Nelson Marlborough community in relation to the planning and funding of services. This policy does not apply to questions relating to service provision.</p> <p>Further it does not apply to parliamentary questions and Official Information Act requests as these have specific procedures and requirements.</p>
Policy	<p>Nelson Marlborough District Health Board Planning and Purchasing division undertakes to deal with all questions effectively, impartially, promptly and appropriately.</p>
Procedure	<ol style="list-style-type: none"> 1. Question received and recorded by Planning and Purchasing division secretary. In discussion with General Manager, a staff member will be delegated to respond to the question. 2. Within five working days of receiving a question, written acknowledgement must be sent to the person or organisation from whom the question was received. <ul style="list-style-type: none"> If the question can be satisfactorily resolved within this time period, then a full explanation can be given in this letter. If the matter cannot be satisfactorily resolved, then, along with acknowledgement, an explanation of the procedure for responding further to the question could be given if possible. 3. As soon as possible after receiving the question, the staff member delegated to respond should determine: <ul style="list-style-type: none"> • How to go about responding to the question; • Who should be involved in responding; • How much time is likely to be needed to respond.

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4. If the time needed to adequately respond is likely to be greater than 20 working days after giving written acknowledgement of receipt of the question, then the person raising the question should be informed of the timeframe and process to be followed in making a response.
5. As soon as practical the person delegated to respond must answer the question and give:
 - The reasons for the answer;
 - The process undertaken;
 - The process the questioner may follow if they are not satisfied with the response.

Associated
documents

NMDHB Policy on Community Involvement

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