



PORTREATH
PARISH COUNCIL

Anonymous Correspondence Policy
Adopted: 13th August 2026

Anonymous Correspondence Policy

1. Purpose

The purpose of this policy is to establish a clear and consistent approach to the handling of anonymous correspondence received by Portreath Parish Council. The Council is committed to acting fairly, transparently and proportionately whilst ensuring that legitimate concerns relating to public safety, safeguarding or criminal activity are not overlooked.

2. Scope

This policy applies to all anonymous communications received by the Council, including but not limited to:

- Letters
- Emails
- Telephone messages
- Text messages
- Social media messages or posts
- Online submissions
- Any other communication where the sender cannot reasonably be identified.

3. General Principle

The Council will not normally acknowledge, respond to or investigate anonymous correspondence.

Anonymous communications do not provide the Council with an opportunity to seek clarification, request supporting evidence or verify the accuracy of the information provided. As such, they will generally not form the basis of Council decisions or action.

4. Exceptions

The Council may, at the discretion of the Clerk, in consultation with the Chair where appropriate, consider anonymous correspondence where it:

- identifies an immediate or significant risk to public safety;
- raises credible safeguarding concerns;
- contains information suggesting criminal activity or fraud;

Where appropriate, matters may be referred to the relevant authority, including Cornwall Council, the Police, the Environment Agency or another statutory body.

5. Malicious or Vexatious Correspondence

Anonymous correspondence that appears to be:

- malicious;
- vexatious;
- defamatory;
- abusive;
- threatening; or
- intended solely to harass or damage the reputation of an individual or organisation,

will normally receive no response and no further action.

Where correspondence contains threats of violence, criminal damage or other criminal conduct, the matter may be referred immediately to Devon & Cornwall Police.

6. Record Keeping

The Clerk will retain anonymous correspondence in accordance with the Council's records management procedures where appropriate.

A record may be kept of:

- the date received;
- the method of communication;
- a brief summary of its contents; and
- any action taken.

7. Responsibility

The Clerk is responsible for determining, in the first instance, whether anonymous correspondence should be brought to the attention of the Council or whether it falls within the exceptions set out in this policy.

Where appropriate, the Clerk may consult with the Chair before determining any action.

8. Review

This policy will be reviewed annually or sooner if changes in legislation, guidance or operational requirements make this necessary.

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