

Village of River Forest  
Village Board Policy  
Resident Communication

Issue: The Village President and the Village Board of Trustees receive communications from residents, business owners and other stakeholders regarding Village-related issues or concerns. In order to maintain a consistent and timely response, the following policy applies to such communications:

1. Elected officials are encouraged to respond to any communication by acknowledging receipt and copying the Village Administrator in the response.
2. If the communication is regarding a policy consideration for the elected official (Example: please support this initiative, or, vote “no” on this project), the elected official may respond and the Village Administrator does not need to provide an additional response.
3. If the communication is regarding an issue related to customer service (Example: report of a street light outage or status of a permit), interpretation of a law or policy, or other Village initiative, the elected official may respond as suggested in Paragraph 1 above and indicate the Village Administrator will respond with a follow-up, resolution, status or other appropriate response. The Village Administrator shall respond appropriately and copy all the elected officials to the response.
4. Communications coming through the Village’s website to elected officials will also be sent to the Village Administrator to ensure a timely response.
5. The intent of this Policy is not to limit or stifle communication between elected officials and constituents, but rather to streamline, professionalize and make these communications consistent.

Approved by the Village Board of Trustees on May 22, 2017

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Village Attorney Communication

Issue: The Village Attorney is in regular communication with the Village President and the Village Administrator regarding Village business. In order to maintain streamlined communications between the Village Attorney, Village Administrator, Village President and the Board of Trustees, the following process applies to communications with the Village Attorney:

1. The primary contact for the Village Attorney is the Village Administrator, and the Village Administrator's designees, regarding the administration and ordinary business of the Village.
2. The Village Attorney will contact the Village President as needed regarding administration and ordinary business. The Village President, as the chief elected officer of the Village, may contact the Village Attorney, directly in the Village President's discretion.
3. Any Village Trustee with a question or concern that they believe requires the input of the Village Attorney should first bring that question or concern to the Village Administrator. The Village Administrator will review the question or concern with the Village President and determine if it requires Village Attorney input. If the Village Administrator and Village President is unable to address the question, or believes the Village Attorney needs to provide input, the Village Administrator shall contact the Village Attorney. Once a response is provided by the Village Attorney to the Village Administrator, the Village Administrator will share the response with the Village President and Board of Trustees.
4. A Village Trustee may contact the Village Attorney directly, after discussion with the Village President, if the Village Trustee believes he or she has a conflict of interest in a matter involving the Village, including a matter that will, or may be, considered by the Village President and Board of Trustees at a future meeting. Once a determination is made on the conflict, the determination shall be shared by the Village President with the Board of Trustees either at an open meeting or via written communications.
5. A Village Trustee may contact the Village Attorney directly if the Village Trustee has an urgent question or concern that must be immediately addressed by the Village Attorney and/or cannot wait for the Village Administrator or Village President to handle as set forth in Paragraph 3 above.

Approved by the Village Board of Trustees on May 22, 2017