

**Devon County Council (DCC) Adult & Community Services (ACS)
Staff (Handling Officers) process for issues raised by
Devon LINK (Local Involvement Network)**

1. Issues will be received from the **East Devon Volunteer Support Agency (EDVSA)**; the co-ordinators of the Devon LINK. The issues will be sent by email to steller@devon.gov.uk, and this mailbox will be checked daily. Such emails will be clearly titled by the EDVSA as 'A Devon LINK Issue'.
2. The DCC staff member best placed to respond to the issue will be identified by Public Information & Communication (PIC)
3. PIC will acknowledge the request (via email), notifying the EDVSA co-ordinator of the DCC staff member who will respond to the issue. PIC will provide the DCC staff member's contact details (telephone number and email) and will quote a reference number, which should be the 1st/2nd/3rd etc. request of the day plus the date of the request, e.g. 01/250109, 02/250109, 03/250109.
4. PIC will forward the EDVSA email to the relevant person in DCC who will consider the request and provide the information directly to the EDVSA. **This person is known as the DCC Handling Officer.**
5. The Handling Officer has 20 working days (from the date the request was received by steller@devon.gov.uk) to respond directly to the EDVSA.
6. PIC will not chase the Handling Officer for a response. The issue is now between the Handling Officer and the EDVSA.
7. Any email response from the Handling Officer to the EDVSA, must also be copied to steller@devon.gov.uk.