

Following upon your request

Though responses from your MP can take time due to their busy schedules, we do recommend following up on letters or requests to schedule meetings if you have been waiting for a response. A suggested time frame might be if you have waited over 10 working days, or if a timeframe was given for a response that has not been met. Below are some things to consider when following-up:

1. Don't hassle

Though MPs offices tend to have effective systems in place to ensure timely responses, waiting longer than 10 working days could be an indication that your request has unintentionally fallen through some cracks. It is likely if you call sooner than the recommended 10 working days that you will be met with the response that your request is being processed.

2. Being polite

Though waiting for a response can be frustrating, it's important to remain patient, calm and polite when speaking to your MP's staff as you are not only upholding your own reputation but the reputation of your council. An MP's office deals with a large number of queries on a day-to-day basis and they will expect a level of professional behaviour.

3. Mentioning the details

It's helpful to mention the date you contacted your MP and if you made a phone call, who you spoke with. This saves the office asking for additional details and can speed up the process.

4. Keeping the Parliamentary calendar in mind

It's important to remember some periods of the year are busier than others which can result in differing time frames for responses throughout the year. Particularly busy periods are leading to the budget announcement in March and elections in May, party conferences over September and October, the summer holidays are also a time when responses may be slow.