Mail Handling Policy and Procedure

HiFlex Physio

Policy

Incoming mail is handled in a manner which promotes efficiency and confidentiality.

Definitions

Incoming mail is all correspondence, facsimiles (faxes), magazines, circulars, advertising material and packages received.

Procedure

Managing Mail

- The Administrative Assistant is responsible for managing and recording all incoming mail.

Collecting Mail

- The Manager will arrange for the Administrative Assistant to collect the mail.
- When mail is collected, it must be placed in a bag to ensure it is not lost.

Sorting Incoming Mail

Administrative Assistant:

- Sort the incoming mail as soon as possible after it arrives.
- Sort the mail into bundles:
  - Mail marked ‘Urgent’ or sent by express post
  - Mail marked ‘Confidential’ or ‘Personal’
  - Routine organization mail
  - Parcels
  - Magazines, circulars and advertising material
- Before other mail is sorted, give priority to urgent mail over routine mail by:
  - Date stamping it
  - Recording it in the Incoming Mail Register
  - Distributing it to the relevant employee as soon as possible after receiving it.
- Record **faxes** in the Incoming Mail Register and distribute them as soon as possible after receiving them.
- Do not open **confidential or personal** mail. If you open confidential mail in error, reseal it and attach a note, stating it was ‘Opened in error’, as well as the date and your signature.
- Do not record confidential or personal mail in the Incoming Mail Register.

- Sort Routine Organisational Mail by identifying the most relevant employee to handle the matter by looking at (in order):
  - Name of the employee in the inside address or attention line
  - Title of the employee in the inside address
  - Program area in the inside address
  - Subject heading
  - Body of the letter

Stamping Incoming Mail

- Stamp all mail with the current date and time in an appropriate position (usually opposite the inside address on letters).

Checking Incoming Mail

Check incoming mail for:

- Enclosures
- Return address
- Damage
- Contents and enclosures
- Suspicious appearance or sounds

Action Requires for Enclosures

- Staple the enclosure to the letter.

Action Required for Missing Return Address

- Check the envelope for a return address.
- Staple the envelope for a return address.
- If you cannot find the return address, make a note on the letter, initial and date the note.

Action Required for Damaged Mail

- Contact the sender to verify that all items are in the package.
- If items are missing, follow the procedure for missing contents.

Action Required for Mail with Missing Contents

- If relevant, organize for replacement items to be sent.
- If required, complete and submit insurance forms for damaged or missing items.

Action Required for Suspicious Mail

- Suspicious mail should not be handled.
- Notify the Manager immediately.

Recording Incoming Mail

- Record **urgent mail and faxes** in the Incoming Mail Register as soon as they are received and then deliver them to the relevant employee.
- Record routine business mail, parcels, magazines, circulars and advertising material in the *Incoming Mail Register* after urgent mail has been delivered.

Distributing Incoming Mail

After all recording procedures have been completed:

- Deliver urgent mail and faxes to the relevant employee or management committee member as soon as they are received.
- Deliver magazines, circulars and advertising material to the relevant work area for distribution (attach a circulation list with names of those who should see the document if more than one).
- Distribute relevant mail to the management committee, as appropriate.

Related Documents

- Incoming Mail Register
- Circulation List