



POLICY NAME:

Complaint Policy

POLICY AREA: General Government

POLICY NO: GG24-02

APPROVAL DATE:

LAST UPDATED:

POLICY STATEMENT

1. The Town of Tisdale is committed to a consistent and efficient process to respond to complaints of the public. This policy establishes guidelines and standards for handling and resolving complaints made to the municipality in order to address concerns raised and improve services.

PURPOSE

2. The purpose of this policy is:
 - a. To quickly and efficiently resolve issues raised by dissatisfied individuals;
 - b. To provide information that can lead to improvements in service delivery; and
 - c. To Improve and strengthen public confidence and trust in municipal government administrative processes.

DEFINITION

3. **Complainant:** The person who is dissatisfied and is filing the complaint. Anyone who uses or is affected by town services can make a complaint.
4. **Complaint:** An expression of dissatisfaction or concern related to Town of Tisdale programs, facilities, services, town employee(s), operational procedures, or bylaws or policies.
5. **Enquiry:** This is defined as a request for information.
6. **Feedback:** This is any input/suggestions that are either positive or negative.
7. **Investigator:** A person designated or authorized third party in charge of investigating any part of the complaint.
8. **Resolution:** This is the final of the complaint process in which the complaint is considered “closed” and resolved and the complainant is contacted in writing with the resolution.
9. **Service Request:** This is a request made to the Town of Tisdale for a specific service. Examples include reporting a diseased tree, damaged municipal property, etc.



SCOPE

10. This policy applies to complaints that are received from members of the general public.

This does not address the following:

- a. Enquiries
- b. Service Request
- c. Feedback
- d. Internal Employee Complaints
- e. Matters that are handled by tribunals, courts of law, quasi-judicial board
- f. Outside boards and agencies
- g. Closed meeting investigations

PROCEDURE

11. The Town of Tisdale does not accept anonymous complaints.

12. The formal complaint must be in writing and filed by hand delivery, mail, fax or email. It shall include the following components:

- a. Contact details (including name, phone number, civic and mailing address) of the Complainant;
- b. Details of complaint (location, persons involved, resolution requested, enclosures, date complaint submitted);
- c. Complainant's Signature and date submitted.

13. All complaints will be forwarded to the Chief Administrative Officer (CAO). The CAO will assess and forward the complaint to the appropriate Investigator or Department Head.

14. A resolution will be provided to the Complainant in writing within a reasonable amount of time. If a resolution cannot be provided within 30 days, the CAO shall contact the Complainant regarding the progress of their complaint, inform them of the delay, and the reasons for the delay, and provide an estimation of time to completion.

15. The notice of resolution should consist of information such as:

- a. Overview of complaint;
- b. Details of how the investigation was conducted;
- c. Summary of the facts / Outline of the findings;
- d. Identification of next steps;
- e. Suggestions for an appropriate resolution along with the rationale supporting the proposed resolution.
- f. Complaint Number

PRIVACY

16. The personal information provided on the complaint form is collected under the authority of the *Local Authority Freedom of Information and Protection of Privacy Act (LAFOIP)*. The information provided will be used to investigate the complaint internally



and potentially with third parties for investigation, as well as enforcement under municipal, provincial, or federal laws and regulations, and used for contact purposes.

RECORDS MANAGEMENT

17. Upon resolution, the complaint shall be deemed resolved/closed and the Investigator will transfer all physical and electronic documents about the complaint to the Administration who will maintain the records according to the Town's Records Retention Schedule. No records or copies thereof shall be kept by any employee or investigator.

Mayor

Chief Administrative Officer



TOWN OF TISDALE COMPLAINT FORM

Please complete the following information:

Name: _____

Address: _____
(Civic & Mailing)

Phone: _____

Date of Complaint: _____

Description of Complaint: _____

Witnesses: _____

Employee to Whom Complaint Reported to: _____

This section is to be completed by the Department Supervisor of which the complaint involves.

How was the complaint resolved? _____

Date Completed: _____

Department Supervisor's Signature: _____

(Please check the appropriate Department and provide a completed copy to the Department.)

- Administration
- Animal Control
- Bylaw Enforcement
- Recreation & Parks
- Economic Development
- Public Works
- Utilities

