

TOWN OF DUCK LAKE

POLICY: General Complaint Policy		COUNCIL RESOLUTION: Resolution # Effective:
DEPARTMENT: Administration	POLICY NUMBER: # C-1	Amended Date:

1. PURPOSE:

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

2. DEFINITIONS:

- Complainant:** The person who is dissatisfied and is filing the complaint. Anyone who uses or is affected by Town services can make a complaint.
- Complaint:** Expression of dissatisfaction or concern related to Town of Duck Lake programs, facilities, services, Town employee(s) or operational procedures, or under Town of Duck Lake bylaws or policies.
- Enquiry:** Is defined as a request for information.
- Feedback:** Input/suggestions that is neither positive, nor negative.
- Investigator:** A municipal employee, member of Council or other designated or authorized third party charged with investigating any part of the complaint.
- Resolution:** The final stage of the complaint process in which the complaint is considered “closed” and resolved and complainant contacted in writing with the resolution.

3. TYPES OF COMPLAINTS

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

This policy does not address:

Enquiries;
Feedback;
Internal employee complaints; or
Matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.;
Outside boards and agencies;
Closed meeting investigations;
Matters addressed by Bylaw enforcement (see **Bylaw Enforcement Policy**).

4. PROCEDURE

4.1 The Town of Duck Lake does not accept verbal complaints or anonymous complaints.

A 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) Type of complaint;
- c) Details of complaint (location, persons involved, resolution requested, enclosures, date complaint submitted);
- d) Complainant Signature and date submitted.

4.2. The Personnel who received the complaint will date and sign it received. Administration may contact the complainant in writing or through a phone call to request clarification about the complaint, if needed.

4.3 All complaints will be forwarded to the Chief Administrative Officer (CAO). The CAO will assess and forward the complaint appropriately.

4.4 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, the reasons for the delay, and provide an estimation of time to completion.

The notice of resolution should consist of information such as:

- Overview of complaint;
- Details of how the investigation was conducted;
- Summary of the facts / Outline of the findings;
- Identification of next steps;
- Suggestions of appropriate resolution along with the rationale supporting the proposed resolution.

5. MONITORING

The complaint must be tracked from its initial receipt to its resolution. This process is managed by Administration.

All correspondence between the Town and the Complainant must be documented.

6. PRIVACY

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 the purposes of investigation, as well as enforcement under municipal, provincial, or federal laws and regulations, and used for contact purposes.

7. RECORDS MANAGEMENT

Upon resolution, the complaint shall be deemed resolved/closed and the Investigator will transfer all physical and electronic documents pertaining to 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.