

TITLE: Public Complaints

Policy No.:	Approved On:	Resolution No.:
1204	June 14, 2010	232/10

Policy Statement

From time to time, the Town of Eckville may receive complaints about the quality of service it is providing related to its operations, bylaws, policies and procedures. The purpose of this policy is to create a clear and fair method of responding to public complaints.

Policy Objectives

1. The purpose of the Public Complaints Policy is to ensure that complaints are dealt with fairly and expeditiously whether the complaint is in writing or made orally.
2. To handle complaints equitably and attempt to resolve them in a considerate and respectful manner
3. Where appropriate, Council and staff members will create and/or re-examine bylaws and policies and services based on concerns raised in complaints.

Procedure

1. All complaints will be documented on the Town of Eckville Public Complaints form, the actions taken, and will be kept on file. Written letters signed by the complainant will also be accepted.
2. Complaints made under this policy can be made orally or in writing.
3. Complaints submitted anonymously may or may not be considered. Discretion to act upon or to not act will be based on the information provided.
4. Complaints, including complaints addressed to Council, will be referred through the proper administrative channels for solution.
5. All complaints addressed to Council will be brought before Council.
6. Complaints that concern Council actions or Council operations will be referred directly to Council.
7. If the complaint cannot be informally resolved, the matter will be brought to Council for assistance in resolving the complaint.
8. Council members receiving complaints should direct the complainant(s) to contact the Town Office to file their complaint.
9. All complaints will be dealt with confidentially. Personal information provided will be used solely for the purposes relating to the complaint. Personal information will be released in limited circumstances authorized under Section 17(2) and 40 of the Freedom of Information and Protection of Privacy Act (FOIP).
10. Statistical reports will be submitted quarterly for Council information.

End of Policy

Chief Administrative Officer

Date



TOWN OF ECKVILLE PUBLIC COMPLAINTS FORM

Name of person registering concern: _____

Street Address: _____ Mailing Address: _____

Phone Number (Res): _____ Business: _____

Concern: _____

Details of Concern: (Provide sufficient detail including date, time, location, etc.)

(Use back of page if more space is required)

Signature _____

Date _____

Complaints will be dealt with confidentially. This information is collected under the authority of the Municipal Government Act and the Freedom of Information and Protection of Privacy Act (FOIP). Personal information provided will be used solely for the purposes relating to the complaint. Personal information will be released in limited circumstances authorized under Section 17(2) and 40 of the Freedom of Information and Protection of Privacy Act (FOIP). Any questions related to the collection and use of this information should be referred to the Chief Administrative Officer at (403)746-2171.

Submit completed form to the Town of Eckville
Box 578, 5023-51 Avenue, Eckville, AB, T0M 0X0

Phone: (403) 746-2171 Fax: (403) 746-2900 Email: info@eckville.com

For Administration Use Only

Details taken by: _____ via: Phone _____ Visit _____

Referred to for action: _____

Reply: Verbal _____ Written _____ Date: _____

