

Rural Municipality of Lake Lenore No. 399

POLICY: Complaint Policy		COUNCIL RESOLUTION: Resolution #039/2020 Effective: 12-Feb-2020
DEPARTMENT: Administration	POLICY NUMBER: P2020-003	Amended Date:

1. PURPOSE

The R.M. of Lake Lenore #399 is committed to a consistent and efficient process to respond to complaints of the public. This policy establishes the 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 RM services can make a complaint.
- Complaint:** Expression of dissatisfaction or concern related to RM programs, facilities, services, RM employee(s), operational procedures, or RM 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, bylaw enforcement officer, 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 complain is considered "closed" and resolved and the complainant is contacted in writing with the resolution.
- Service Request:** A request made to the RM of Lake Lenore #399 for a specific service. Examples include: requesting that the RM repair a road, reporting damaged municipal property, etc.

3. TYPES OF COMPLAINTS

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

This policy does not address:

- Enquiries;
- Requests for service;
- Feedback;
- Internal employee complaints;
- Matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.;
- Outside boards and agencies; or
- Closed meeting investigations

4. PROCEDURE

4.1. The R.M. of Lake Lenore #399 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 of the complainant, including name, phone number, civic and mailing addresses;
- b) Type of complaint;
- c) Details of the complaint (location, persons involved, resolution requested, enclosures, date, etc.);
- d) Complainant signature and date submitted

4.2. The personnel who received the complaint will date and sign it received, log the complaint and assign a reference number to track it. 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 Administrator, who will assess and forward the complaint to the appropriate investigator or department.

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 Administrator 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 the next steps;
- Suggestions of appropriate resolution along with the rationale supporting the proposed resolution;
- Information on appealing the resolution;
- Complaint Number

5. MONITORING

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

When action is taken on an already existing formal complaint, Administration will ensure that a record of this action is saved on the Complaint Tracking Form. All correspondence between the RM 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 Administration who will maintain the records according to the RM's Record Retention Schedule. No records or copies thereof shall be kept by any employee or investigator.

8. APPEAL

Upon resolution, the complainant has the right to appeal within 30 days of the date of resolution. Any appeal shall be made in writing referencing the original complaint number and the reason for appeal. An appeal fee of \$50.00 (fifty dollars) shall accompany the appeal. The appeal fee may be waived or refunded by authorization of the Council upon resolution or by the Administrator upon withdrawal of an appeal prior to the first scheduled meeting at which the appeal will be addressed.

Appeals shall be brought to the Administrator who shall bring the appeal to a meeting of the Council. The Council shall receive all of the original details and files on the complaint.

Appellants must be prepared to come before the Council in person at a date and time to be scheduled. If the appellant misses a scheduled meeting, or is unable to attend a meeting within 30 days of filing the appeal, the appeal will be closed and no further appeal shall be made or accepted. Resolutions / Decisions of Council regarding an appeal shall be considered binding.

Once the appeal is deemed resolved/close, Investigators shall transfer all physical and electronic documents pertaining to the appeal to Administration who will maintain the records according to the RM/s Record Retention Schedule. No records or copies thereof shall be kept by any employee or investigator.

R.M. OF LAKE LENORE #399

COMPLAINT FORM

(For Public Use Only)

The R.M. of Lake Lenore #399 has a policy for receiving and handling complaints from anyone who may be dissatisfied with service, actions or lack of action by an RM department or staff member, or has a complaint under any policy or bylaw of the RM. Only formal complaints will be followed up. Please complete this form to file a formal complaint.

NOTICE OF COLLECTION

The personal information you choose to provide on this form is collected under the authority of the *Local Authority Freedom of Information and Protection of Privacy Act (LA FOIP)*. The information you provide:

- will be used internally to investigate the complaint;
- may be provided to and used by third parties for the purposes of investigation as well as enforcement under municipal, provincial, or federal laws and regulations; and
- will be used for contact purposes.

All efforts will be made to protect your name and other confidential information. If required for resolution of the complaint, you must be willing to testify in a court of law.

COMPLAINANT CONTACT DETAILS *please PRINT clearly*

First name *	Last name *
Email Address	
Mailing AND Civic Address *	Phone Number *

* = MANDATORY Information

COMPLAINT TYPE*

- | | |
|--|---|
| <input type="checkbox"/> Access of Services | <input type="checkbox"/> Timeliness of Services |
| <input type="checkbox"/> Staff Conduct | <input type="checkbox"/> Facilities |
| <input type="checkbox"/> Processes or Procedures | <input type="checkbox"/> Bylaw / Policy Enforcement |
| <input type="checkbox"/> Other | |

SUMMARY OF COMPLAINT*

Please record information on what happened, who was involved, dates, and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper.

Service area/location or address of problem
Persons involved (if known and applicable)
Date of Incident/Event:
List of enclosures (include copies of any documentation/photographs in support of the complaint)

Details of Complaint:	
Complainant's Signature *	Date Submitted *

FOR OFFICE USE ONLY

Date Complaint Received: (dd/mmm/yyyy)	Receiver Initials:	Tracking Number:
Department:	Investigation:	
Personnel:	Signature	DATE
Department:	Investigation:	
Personnel:	Signature	DATE
Department:	RESOLUTION:	
Personnel:	Signature	DATE
Complainant Notified of Resolution Date:	Complainant notified by whom:	
	Format (phone calls must be followed up in writing):	
APPEAL: Brought to Council at meeting date:		
APPEAL: Resolution of Council:		
Complainant Notified of Resolution:	Date:	
Complainant notified by whom:		
Format (phone calls must be followed up in writing):		
NOTES:		