

Town of Naicam Policy Manual

<i>POLICY TITLE:</i> COMPLAINTS BY THE PUBLIC	<i>POLICY NUMBER:</i> 019/2016	<i>EFFECTIVE DATE:</i> August 9, 2016
<i>ORIGIN:</i> Administration	<i>ADOPTED BY COUNCIL ON:</i> August 9, 2016	<i>AMENDED DATE:</i>

Purpose:

To provide a guideline for staff and council in the handling of public complaints and ensure a consistent and fair process for all complaints received. Fair processes protect the Town of Naicam and its citizens from rumours of favouritism or unfair treatment, and minimize excessive time spent by staff discussing verbal complaints, ensuring tax payer dollars for work hours are spent appropriately.

Procedure:

The Council of the Town of Naicam in the Province of Saskatchewan approves the following policy for Complaints by the Public.

1. In this policy,
 - a. “Administrator” means the administrator of the municipality;
 - b. “Council” means the council of the municipality; and
 - c. “Municipality” means the Town of Naicam.
2. A person or group of persons who believe that they have a legitimate complaint to bring forward to the Municipality should do so by either:
 - a. writing and signing a letter of complaint (complete with return address and name) or filling out a completed and signed Form A and leaving it with the administrative staff at the Town Office. Your complaint will be attended to by the department to which it applies and provided to Council at the next regular council meeting; or
 - b. attending the next regular council meeting by contacting the administrator to be placed on the agenda for that meeting; the individual or delegation will be given time (usually about 15 minutes) to present the particular complaint.
 - (i.) To be placed on the agenda as a delegation, the person or person(s) must complete and sign Form 3 – Request for the Hearing of Individuals or Delegations as required by Bylaw 5-2016, and leave it with the administrative staff.

- (ii.) There are limited spaces for individuals or delegations at any given meeting and available spots may fill quickly. Spaces are filled in the order that the completed and signed Form 3 requests are received at the Town Office.
- 3. Complaints that do not include the complainants full name, mailing and civic address and phone number, will not be accepted.
- 4. The individual or delegation will be notified in a letter from the administrator of council's response to, or proposed course of action regarding the complaint.
- 5. Verbal complaints to council, the administrator or other staff will not be acted on, and verbal abuse of a member of council or any employee of the municipality will not be tolerated and could result in legal action.

Form A

Town of Naicam

Complaint Form

All fields are required to be completed. Incomplete forms will not be accepted.

NAME OF COMPLAINANT: _____


MAILING & CIVIC ADDRESS OF COMPLAINANT:

PHONE NUMBER: _____ DATE OF INCIDENT: _____

PARTICULARS OF COMPLAINT:

Statement made this _____ day of _____, 201____.

Signature of Complainant


If not enough room on this form, please continue particulars on back of page on an additional sheet.

This Part for OFFICE USE ONLY

Signature of Administrative Staff to show receipt _____ # of pages
Date Received

Completed **COPY** provided to Dept. Supervisor: _____
How was the complaint resolved?

Date Completed: _____ By Whom: _____

Dept. Supervisor's Signature: _____