



Rural Municipality of Estevan No. 5 Policy

Policy # GG-005

Policy Title: Public Complaint Policy

Subject:	Public Complaint Policy
Type:	General Government
Authority:	Council approved: Res # 83-2021 (February 17, 2021)

1. Purpose

The Rural Municipality of Estevan is committed to a consistent 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. Procedure

- 2.1** All concerns and complaints relating to the Rural Municipality of Estevan No. 5 must be submitted to the administration office in writing by hand delivery, mail, fax or email. The R.M. of Estevan does not accept verbal or anonymous complaints. Written notices help RM staff process complaints, whether they are related to bylaw infractions or other concerns.
- 2.3** A complaint will only be accepted if the attached form is signed and dated by the person making the complaint before the matter is discussed by council.
- 2.4** In order for the complaint to be heard at the next meeting, it must be received by the administration office five (5) business days in advance of the meeting.
- 2.5** R.M. Personnel who receive the complaint will date, initial and assign a reference tracking number to it.
- 2.6** All complaints will be forwarded to the Administrator. The Administrator will assess and if applicable, forward the complaint to the appropriate investigator (Councillor, Foreman, Municipal Staff etc.)
- 2.7** A resolution will be provided to the Complainant in writing within a reasonable amount of time.
- 2.8** Information will be kept confidential.

PUBLIC COMPLAINT FORM

The Rural Municipality of Estevan has a policy for receiving and handling complaints from the public. Only formal complaints will be followed up on. Please complete this form to file a formal complaint.

COMPLAINANT CONTACT DETAILS

First name *	Last name *
Email Address <i>(considered the most prompt way we can communicate with you)</i>	
Mailing AND Civic Address *	Phone Number *

SUMMARY OF COMPLAINT

Please record information on what happened, who was involved, location, 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)
List of enclosures (include copies of any documentation/photographs in support of the complaint)

Details of complaint:

How would you like to resolve this 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 (LAFOIP)*. The information you provide 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.

<i>Complainant's signature</i>	<i>Date</i>
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FOR OFFICE USE ONLY

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