

TOWN OF NEEPAWA

POLICY & PROCEDURES MANUAL

GOV #001

General Administrative – Complaint / Request Policy

PURPOSE

The purpose of this policy is to regulate the receiving of a complaint and/or request and the response to the receipt of a complaint and/or request.

GUIDELINES

1. All complaints and/or requests must be received either on the approved Complaint/Request Form (as attached) or in letter form. Municipal staff will accept verbal complaints over the telephone at the Municipal Office or via electronic means (e-mail, fax). Details of the source of the complaint will remain confidential.
2. Upon office receipt of a complaint and/or request, the person receiving the complaint and/or request shall complete the “Office Only” portion of the form with their name, the date the complaint and/or request was received, time it was received and who it will be forwarded to.
3. A copy of the Complaint/Request Form with the “Office Only” portion completed will be given to the person(s) filing the complaint and/or request and notified of the process and an approximate timeline to resolving the issue.
4. A copy of the completed Complaint/Request Form will be filed in the Complaint/Request binder and recorded in the database (until such time as the complaint has been resolved), with the original being forwarded to the appropriate department.
5. Complaint/Request responses will be copied to the person filing the complaint.

RESPONSE PROCESS

1. The allotted time for the required action to be completed shall be in accordance with The Provincial Act and/or other acts, by-laws or policies previously implemented by the Town of Neepawa.
2. Action timeline and actions taken shall be documented on the original complaint, filed in the binder, on the database, or in letter form.
3. A written response to the person(s) filing the complaint/request will be sent within 10 days of receiving the complaint/request, outlining our response procedure.

Amended June 1, 2010