



Title: Complaints Policy	Date Approved: May 8, 2013
Policy #: HR 3-2021	Council Resolution #: 13
Department: Human Resources	Revision: July 13th, 2021 RES #: 166-21
Rescinds:	Procedure #:

Preamble:

The purpose of this policy is to provide a policy for Staff (referring to all staff providing service under the Town of Carberry and Municipality of North Cypress-Langford) to process and to prioritize complaints filing by both internal and external customers in order to maintain the level of service while managing the existing workload. This policy is put in place to afford staff the opportunity to respond to complaints within a reasonable timeframe more efficiently and effectively, and, at the same time, best utilize valuable and limited resources by creating clear expectations for both the public and staff.

General Standards and Regulations:

There is a wide variety of issues that can lead to potential disputes between or among neighbors such as noise, trees, pets, construction projects and yard maintenance. However, such issues are often reported as complaints or repeated complaints that outside the purview of this Municipality and result in unnecessary use of time, resources and actions in an attempt to resolve disputes between them. This policy intends to help the Staff to prioritize issues that are deemed hazardous to public health, life and safety and how to respond to complaints.

Policy:

1. This policy applies to complaints that are filed through the Municipal Office via the complaint/concern form or via email with contact information of the complainant. See Appendix “A” for Complaint/Concern Form.

2. Priority will be given only to those complaints that are deemed a threat to the public's health, life and safety.

3. No enforcement action will be taken unless the complaint meets the following criteria:
 - (a) To avoid hearsay, all complaints must be filed in writing. No verbal complaints via telephone or in person will constitute a formal complaint.
 - (b) All complaints filed against a property must pertain to the relevant sections of the by-laws - by way of the Municipality, Planning District, Safety Standards by-laws, or Office of the Fire Commissioner.
 - (c) A complaint/concern form must accompany any complaint filed by internal departments.
 - (d) Documentation or evidence may be required from the complainants in order to

substantiate the complaint.

4. Procedures/Responsibilities:

(a) Staff: For formal action to take place, or to investigate a complaint, a member of staff must require the complainant to file the complaint in writing, using the form, online, in writing or through electronic messaging.

(b) The staff member must ensure the written complaint includes the following:

- (1) Complainant's name, address and contact information
- (2) The nature of the complaint
- (3) The address of the property/party in question

5. If there is a concern from the complainant on the release of personal information to the public, staff should explain that all disclosure of information filed with the Municipality will be subject to compliance with the Freedom of Information and Protection of Privacy Act (FIPPA).

6. Staff who first received the complaint must acknowledge upon receipt of the written complaint by contact the complainant within 24 business hours, and will take no more than three (3) business days to gather any missing information on the written complaint.

7. The intent to not accept a verbal complaint is to avoid hearsay and to eliminate potential frivolous complaints being fielded by the Municipality; however, staff must exercise good judgment to determine whether or not the complaint pose any threats to the well-being, of the general public prior to dismissing the verbal complaint.

8. Depending on the nature of the complaints, staff may require meeting with the complainant in order to assess the nature of the complaint prior to further actions. Due to lack of sufficient information, the department may dismiss the complaint should the complainant refuse to meet in person.

9. Upon receipt of a formal complaint, staff should communicate with the appropriate staff members including, but not limited to, fire, sanitation, office, council, manager etc, to make sure same complaint has not been filed through another department, and to make sure there are no outstanding issues.

10. If staff are unsure about who should be involved in handling the complaint, or believe multiple departments may need to be involved, communicate the concerns to the CAO.

11. Where there is any conflict between the municipal policies and Provincial/Federal government legislation the statutes shall superseded such other policies and procedures.
Adopted by Resolution of Council #166-21 at Carberry, Manitoba, this 13th day of July, 2021.

Appendix "A" Complaint/Concern Form

Applicant Name: _____ Date: _____

Phone: _____ Email: _____

Address: _____

Complaint/Request: _____

Applicant Signature: _____ Legal Description _____

Attachment: Yes No

FOR OFFICE USE ONLY:

Date Received: _____ Town Official: _____

Follow Up:

Date: _____ Town Official: _____

Comments: _____

Action Needed: _____

Council Decision: _____

How was the Applicant Notified: Email Phone Letter

Town Official: _____ Date Completed: _____

** This form may be forwarded to the RCMP for further action**