



Rural Municipality of Hoodoo No. 401

Policy # GG-003

Policy Title: Complaint Policy

Policy Objective:

The Rural Municipality of Hoodoo No. 401 is committed to a consistent and 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.

Authorization: Adopted by Council November 8th, 2023 - Resolution #2023-440

1. 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 the RM's programs, facilities, services, RM employee(s) or operational procedures, or under RM's 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 complaint is considered "closed" and resolved and complainant contacted in writing with the resolution.
- Service Request:** A request made to the Rural Municipality of Hoodoo for a specific service. Examples include: Requesting that the RM repair a street surface, report a diseased tree, damaged municipal property, etc.

2. TYPES OF COMPLAINTS

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

This policy does not address:

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

3. PROCEDURE

3.1. The Rural Municipality of Hoodoo does not accept verbal complaints or anonymous complaints.

A formal complaint must be in writing and filed by hand delivered, mail, fax or email. It shall include the following:

- a) Contact Details (including name, phone number, civic and mailing address) of the complainant;
- b) Type of complaint;
- c) Details of complaint (location, persons involved, resolution requested, enclosures, date complaint submitted);
- d) Complainant signature and date submitted.

3.2. The Personnel who received the complaint will date and sign it, 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.

3.3. All complaints will be forwarded to the CAO. The CAO will assess and forward the complaint to the appropriate Investigator or department.

3.4. 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 CAO shall contact the complainant regarding the progress of their complaint, inform them of the delay, the reasons for the delay, and provide them with 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 next steps
- Suggestions of appropriate resolution along with the rationale supporting the proposed resolution;
- Information on appealing the resolution and appeal fee of \$50.00;
- Complaint number

4. MONITORING

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

When action is taken on an already existing formal complaint, the 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.

5. 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.

6. 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 the Administration who will maintain the records according to the RM's Record Retention Bylaw. No records or copies thereof shall be kept by any employee, or investigator.

7. APPEAL

Upon resolution, the complainant has the right to appeal within 30 days of the resolution. Any appeal shall be made in writing referencing the original complaint number, and the reasons for appeal. The appeal fee of \$50.00 shall accompany the appeal. The appeal fee may be waived or refunded by authorization of the Administrative Committee upon resolution or by the CAO upon withdrawal of an appeal prior to the first scheduled meeting at which the appeal will be addressed.

Appeals shall be brought to the CAO and shall be brought to a meeting of the Administrative Committee. The Administrative Committee shall receive all of the original details/files on the complaint.

Appellants must be prepared to come before the Administrative Committee 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 of the appeal, the appeal will be closed, and no further appeal shall be made or accepted. Resolutions/Decisions of the Administrative Committee regarding an appeal shall be considered binding.

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



COMPLAINT FORM

(For Public Use Only)

Reference Number: _____

The Rural Municipality of Hoodoo No. 401 has a policy for receiving and handling complaints from anyone who may be dissatisfied with service, actions or lack of action by a RM department or staff member, or has a complaint under any policy or bylaw of the RM. 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 *

COMPLAINT TYPE

- | | |
|---|---|
| <input type="checkbox"/> Access of Services | <input type="checkbox"/> Programs |
| <input type="checkbox"/> Facilities | <input type="checkbox"/> Staff Conduct |
| <input type="checkbox"/> Processes or Procedures | <input type="checkbox"/> Timeliness of Services |
| <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 if needed.

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:

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.

Complainant's signature	Date
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FOR OFFICE USE ONLY

Date Complaint Received: (mm/dd/yyyy)	Receiver Initials:	Tracking Number:
Department: Personnel:	Investigation: _____ Signature DATE	
Department: Personnel:	Investigation: _____ Signature DATE	
Department: Personnel:	RESOLUTION: _____ 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:		