



# ***VILLAGE OF BITTERN LAKE***

## **POLICY AND PROCEDURES**

### **POLICY # 01/2019 – COMPLAINT POLICY**

#### **MOTION**

#### **1. PURPOSE AND APPLICATION**

This policy is a commitment to hold ourselves accountable by responding to and resolving complaints to ensure a consistent message is delivered and to ensure that every person has an equal voice. Council and administration recognizes and acknowledges that it is the servant of the people, therefore, it follows that Council and staff should attempt to provide information and respond to all reasonable inquiries regarding the affairs of the electors.

All complaints and requests received by the Village of Bittern Lake office in writing shall be accepted and submitted to council for consideration.

Verbal and written abuse of any Council member or staff member shall not be tolerated. Such actions may be recorded and may be referred to the local R.C.M.P Detachment for further follow up.

#### **2. GENERAL POLICY PRINCIPLES**

- a) All citizen concerns will be treated with fairness, integrity and respect.
- b) To meet high quality service standards we will:
  - a. Be polite, friendly and welcoming when we communicate – in person, when writing, by phone fax or email;
  - b. Respect differences in values, cultures, beliefs and ages, and include our awareness of diversity into our daily practice;
  - c. Respect the dignity of all and show empathy and consideration in our daily practice; and
  - d. Listen and respond in an attentive way to citizen inquiries.
- c) We aim to ensure that:
  - a. Making a complaint is as easy as possible;
  - b. We treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response;
  - c. We deal with it promptly, politely and when appropriate, confidentially;
  - d. We learn from complaints, use them to improve service and review our complaints policy and procedures every three years.



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#### **3. PROCEDURE**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

- a) The complainant's responsibility to:
  - a. Bring their complaint, in writing, to the CAO's attention within one (1) week of the issue arising;
  - b. Explain the problem as clearly and as fully as possible, including any action taken to date;
  - c. Allow the CAO a reasonable amount of time to deal with the matter;
  - d. Recognize that some circumstances may be beyond the Village's control.
  
- b) The Village's responsibility will be to:
  - a. Acknowledge the formal complaints in writing;
  - b. Respond within a stated period of time;
  - c. Bring this issue to the attention of Council.
  - d. Deal reasonably and sensitively with the complaint;
  - e. Take action where appropriate

#### **4. REVIEWMENT PLAN**

The Village of Bittern Lake will review its Complaint Policy every 3 years.

- a) This Policy was implemented on **January 18, 2019**
  
- b) This Policy must be review by **January 18, 2022**

Approved by Council Resolution: # 13/19

Date: **January 17, 2019**