



TOWN POLICY

COUNCIL POLICY:

Dealing with Complaints Policy

POLICY NUMBER: C-10-1

RESOLUTION NUMBER: 10-13

ADOPTED: January 26, 2010

Policy Statement:

Town of Cardston policy to deal with complaints, outside of complaints that may regularly be dealt with by the Assessment Review Board.

Complaints Against Council/Town Staff

An owner, occupier, resident, or any other person, who feels that they have a complaint against the Council or Town Staff, who in performance of their duties, or because of the lack of performance of their duties have created an injustice to any person, may in writing and signed by the complainant, deposit with the Chief Administrative Officer, and/or the Mayor of the Town of Cardston detailing the items of grievance, and any charges or claims which they contend should be reviewed or considered. Any grievance shall be dealt with by Council and/or the Chief Administrative Officer whichever is applicable to the claim submitted and give a written report back to the Complainant. No claim that is submitted later than sixty (60) days from date of known occurrence shall be dealt with.

General Complaints

Written Complaints

- 1) A complainant, on written notice with a letter and/or using the approved form may make a complaint regarding any matter of Town jurisdiction
- 2) Once received, the complaint will be forwarded to the appropriate department head to deal with the complaint.
- 3) All complaints will be followed up with a report of the action or result being reported to the complainant and the appropriate Council committee if deemed necessary by the Chief Administrative Officer.

Verbal Complaints

All verbal complaints shall be reviewed with the appropriate department head for action. Follow up will be to the chief Administrative Officer.



