

## **RESORT VILLAGE OF GRANDVIEW BEACH POLICY MANUAL**

<b>POLICY TITLE:</b>	<b>POLICY NUMBER:</b>	<b>EFFECTIVE DATE:</b>
<b>Complaint Policy</b>	<b>2021 - 05</b>	Dec. 14, 2021
<b>ORIGIN:</b>	<b>ADOPTED BY COUNCIL</b>	<b>AMENDED DATE:</b>
Administration	2021-176	

### **Purpose:**

To establish guidelines and standards for the efficient handling and resolution of complaints made toward the Municipality in order to address concerns raised and improve services.

### **Scope:**

A complaint is an expression of dissatisfaction related to affairs within the Municipality. Criticisms or anonymous complaints will not be addressed. Decisions made by Council or a Board/Committee will not be addressed, or issues addressed by legislation or an existing municipal by-law, policy or procedure.

### **Types of Complaints:**

#### **Informal complaints**

It is encouraged that individuals, CAO, and Council work to resolve issues or concerns before they become formal complaints. Informal complaints may be made in person, by phone, letter, or email.

It is the responsibility of the CAO to attempt to resolve issues or concerns before they become formal complaints and identify opportunities to improve municipal services.

#### **Formal complaints**

A formal complaint is generated when an informal resolution cannot be successfully achieved. This will result in a file generated, investigation, and decision. Appendix A of this policy is the Formal Complaint Form.

## **Formal Complaint Procedure:**

### **Filing a Complaint**

The complainant must fill out a complaint form which shall include the following information:

- Contact details of the complainant
- Type of complaint
- Details of the complaint (location, details, resolution requested, enclosures, date of reference)
- Signature and date

\*Anonymous complaints will not be accepted.

### **Acknowledgement**

Formal complaints shall be submitted to the CAO's office by way of email: [grandview@sasktel.net](mailto:grandview@sasktel.net) or regular mail to the current address on file. The CAO will assess if the complaint falls within this Policy as per the scope of this policy.

### **Investigation**

All complaints will be investigated. As part of this investigation, all involved parties may be interviewed.

### **Decision**

A decision will be made within 30 calendar days upon acknowledgement of the complaint. The CAO shall provide a written response outlining the results of the investigation of the complaint.

### **Appeal**

Once the Municipality has communicated the decision, there is no appeal process at the municipal level. In the event complaints cannot be resolved through the Municipality's complaint process, they may be submitted to the Provincial Ombudsman's office by the complainant.

### **Records Management and Privacy**

All records relating to the complaint shall be maintained in accordance with the

Municipality's record retention schedule. During the complaints process, all Municipal Council and CAO shall adhere to all applicable legislation regarding privacy in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

*APPENDIX A*

*RESORT VILLAGE OF GRANDVIEW BEACH COMPLAINT FORM*

**Please provide us with your contact information:**

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Phone numbers:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**What is your complaint? Please include relevant dates, location, and background information. Additional information, such as relevant photographs, can be attached to this form.**

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**How could the situation be improved?**

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**Signature of Complainant:** \_\_\_\_\_

**FOR OFFICE USE ONLY:**

**Complaint #** \_\_\_\_\_

**Received by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Forwarded to:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Acknowledgement Letter Sent Date:** \_\_\_\_\_

**Decision on complaint: (include Action to be taken)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Final Response Letter sent Date:** \_\_\_\_\_

**Copies filed with the CAO**

\_\_\_ **initial complaint**

\_\_\_ **Acknowledgement letter**

\_\_\_ **Additional Correspondence**

\_\_\_ **Final decision letter**