

# VILLAGE OF MIDWAY

## POLICY AND PROCEDURES MANUAL RISK MANAGEMENT POLICY STATEMENT

### Complaints Policy No. 102

#### POLICY

Written complaints from the public shall be dealt with in a timely, efficient and consistent manner.

#### REASON FOR POLICY

To formalize the process for effective and timely resolution of written complaints.

#### PROCEDURE


1. Written complaints addressed to Mayor and Council shall be forwarded to the Administrator who shall, within one business day of receiving the complaint, forward such complaint to the appropriate Department. The Administrator's Office shall ensure that an acknowledgement card, indicating the matter has been referred to staff for handling is sent to the complainant, and that the correspondence is entered on the appropriate tracking lists (i.e. Mayor and Council correspondence).
2. On receipt of a written complaint addressed either to Mayor and Council or to an individual Department, the Administrator shall assign a staff member to resolve the complaint in question. That staff person shall, after making a formal record of the complaint and ensuring that the complaint is entered on the appropriate tracking list, contact the complainant by telephone within two business days, to
  - i) acknowledge receipt of the complaint, and
  - ii) clarify and, if possible, resolve the complaint at that time.
3. Where the staff member responsible has resolved the complaint to the satisfaction of the complainant, the staff member shall provide an information report to Council, outlining the action taken.
4. Where the staff member responsible was:
  - i) unable to contact the complainant by telephone within two business days, they shall immediately write to the complainant requesting that they contact the writer in order to discuss the complaint, or
  - ii) able to contact the complainant by telephone, but unable to resolve the complaint to the satisfaction of the complainant, they shall write the complainant within two business days confirming the Village's position on the matter and advising what steps the complainant may take next.

The letter in question shall contain the name, title and telephone number of the staff member assigned to resolve the complaint in question, and a copy of such letter shall be forwarded to Council for information. Except in unusual circumstances or for complex matters, staff are expected to resolve the complaint or communicate the Municipalities position in writing within 10 business days of receipt of the written complaint.

5. Where written complaints are received directly by staff, clauses 2,3 and 4 of this policy, so far as applicable, shall apply.
6. Where a complainant is not satisfied with the response given by the staff member in question, the complainant shall be advised that they are entitled to meet with the Administrator, in a further attempt to resolve the complaint.
7. Each department shall, on a quarterly basis, provide Council with a summary of the written complaints received, showing those which have been resolved and those which are still outstanding.
8. Notwithstanding, the previous sections in this procedure, written complaints deemed by the Administrator to be related to a specific land use application currently under consideration shall be handled as required by provincial status or Village bylaws.
9. Complainants are to put their complaints in writing as Council does not want to act on anonymous complaints in order to minimize vexatious or frivolous allegations. In return, names are kept confidential to prevent the complainants from being harassed or suffering retaliatory measures and to comply with the Freedom of Information and Privacy Protection Requirements.

Exception: Anonymity will be maintained except where necessary in a Court of Law.

**REVIEWED AND AMENDED NEW**  
**POLICY NO. 102 Approved by Council on**  
**November 29, 1999**

  
\_\_\_\_\_  
Administrator

x

**VILLAGE OF MIDWAY**  
**P.O. BOX 160, 661 – EIGHTH AVENUE**  
**MIDWAY, B.C., V0H 1M0, 449-2222**

**RECORD OF CUSTOMER CONCERN**

Concern Received on \_\_\_\_\_ at \_\_\_\_\_ File No. \_\_\_\_\_  
(Date) (Time)

Received from \_\_\_\_\_ Phone(day) \_\_\_\_\_ (eve) \_\_\_\_\_

Address(Civic) \_\_\_\_\_

(Postal) \_\_\_\_\_

**NOTE: Anonymity will be maintained except where necessary in a court of law**

Detailed Description of Concern: \_\_\_\_\_

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

Information on alleged offending property:

Owner: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Legal Description: \_\_\_\_\_

Civic Address: \_\_\_\_\_

\*\*\*\*\*

**OFFICE USE ONLY:**

Referred to: \_\_\_\_\_ Request: \_\_\_\_\_

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

**Return this copy to the office once dealt with.**

NOTES: \_\_\_\_\_

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

Information taken by: \_\_\_\_\_ Matter Closed: \_\_\_\_\_

Complainant Advised: \_\_\_\_\_ Closed by: \_\_\_\_\_

\_\_\_\_\_