

Policy Title	Effective Date	Updated to	Policy Number
Complaint Handling Policy	August 12, 2019		1.1.14

**Purpose**

The purpose of this policy is to formalize the system for handling complaints, to provide procedures to guide timely, fair and consistent response, and to provide a process for follow-up and notification.

**Definitions**

For the purpose of this policy:

**Department head** shall mean the Chief Administrative Officer (CAO), General Manager of Community Services, General Manager of Corporate Services, General Manager of Leisure Services, General Manager of Operations & Engineering, or the General Manager of Protective Services.

**Policy**

For consistency and fairness to all residents and landowners within the Town, the following general provisions and procedures shall be followed by Town employees.

This policy shall apply to all complaints or concerns received by the Town that **require action**. Complaints whereby Town staff are able to explain to a complainant the legislated policies/procedures that have been followed shall not warrant a formal complaint form to be completed.

Where circumstances warrant more immediate or direct action due to public health or safety, the general procedures may be modified upon approval by the Chief Administrative Officer (CAO).

Complainants may be made to the Town online on the Town’s website, by telephone, fax, email, in person, or by mail.

**1. Procedure**

The procedure for addressing complaints shall be as outlined below.

- a. The Complaint Tracking Form attached to this policy as Schedule “A” must be completed for all complaints received.
- b. All complaints regarding bylaw enforcement shall be forwarded to the Bylaw Enforcement Officer; in the absence of the Bylaw Enforcement Officer, bylaw complaints shall be forwarded to the Fire Chief and/or the CAO.

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- c. All complaints regarding animal control shall be forwarded to the Animal Control Officer; in the absence of the Animal Control Officer, animal complaints shall be forwarded to the Bylaw Enforcement Officer, GM of Protective Services, and/or the CAO.
- d. All other complaints shall be forwarded to the appropriate Supervisor or Department Head for action. The employee receiving the complaint shall send an email to the affected Department Head, thereby creating a paper trail that the complaint has been received and forwarded for action.
- e. The Department Head shall investigate the complaint and determine the appropriate course of action. The department head whose department is dealing with the complaint remains responsible for closure of the matter.
- f. Complaints of a more serious nature shall be reported to the CAO for information and/or advice.
- g. The Department Head shall contact the complainant within 2 business days to confirm receipt of the complaint and gather any additional information.
- h. The Department Head shall record all information and actions on the Complaint Tracking Form.
- i. If an issue requires additional investigation or follow-up, the Department Head shall notify the complainant and provide the expected date of completion.
- j. The Department Head shall sign off on the Complaint Tracking Form when the issue has been resolved and the complaint closed. The completed form is then forwarded to the CAO for final disposition.
- k. The complainant shall be notified when the complaint has been resolved and closed.
- l. If a complaint is dismissed, the Department Head shall indicate the reason(s) for dismissal on the complaint form and must notify the complainant.
- m. Complainants who remain dissatisfied with the final disposition of their complaint shall be informed that they may inform the CAO of their continued concern.

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**2. Failure to Adhere to this Policy**

The CAO is responsible to Council and the community for effective and timely handling of municipal complaints, and failure to adhere to this policy shall be deemed to be a disciplinary matter.

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
Chief Administrative Officer





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**Schedule "A"  
Town of Nipawin  
Complaint Tracking Form**

Complainant Name: \_\_\_\_\_

Complainant Address: \_\_\_\_\_

Complainant Telephone: \_\_\_\_\_

Description of complaint (include addresses and names if applicable)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<p><b>Follow-up To be completed by the Town of Nipawin</b></p>
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Date: \_\_\_\_\_ Complaint Received by: \_\_\_\_\_

Complaint forwarded to: \_\_\_\_\_  
(date)

Resolution:  
 Complaint resolved \_\_\_\_\_  
*(Signature of authorized personnel)*

Complaint dismissed (include detail on reverse side of this form)

Complainant notified of resolution

\_\_\_\_\_ Date complaint forwarded to CAO for final disposition \_\_\_\_\_  
*(CAO Initial)*

