

## TITLE: DEALING WITH COMPLAINTS

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RESOLUTION NUMBER: 2024-04-17

POLICY #: CP-003

EFFECTIVE DATE: APRIL 23, 2024

SUPERSEDES:

UP FOR REVIEW: 2028

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### PURPOSE

To guide the Town of Magrath Council and Town Employees regarding dealing with complaints within the Town.

### DEFINITIONS

**Complaints** means a statement or expression of a situation that is unsatisfactory or unacceptable relating to the Town of Magrath in any way.

**Council** means the elected officials of the Town of Magrath.

**Town Employees** means any person(s) employed by the Town of Magrath and works part-time, full-time, casual or under contract.

**Town of Magrath** means the municipality of Magrath.

### POLICY STATEMENTS

#### **Complaints Against Council/Town Staff**

An owner, occupier, resident, or any other person, who feels 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 Magrath 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 applies to the claim submitted and give a written report back to the Complainant. No claim that is submitted later than ninety (90) days from the date of known occurrence shall be dealt with.

#### **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.