

TOWN OF GRAND COULEE

Concerns and Complaints Policy

<i>Section</i>	<i>Classification</i>
General Governance	Policy
<i>Approved (Date)</i>	<i>Motion No.</i>
May 9, 2023	Resolution # 2023-91

The Town of Grand Coulee is committed to ensuring that any person affected by its operations has the right to express a concern or lodge a complaint (about an act, omission, decision, or service provided) and to have their issue addressed in ways that ensure fairness, accountability, and transparency.

All concerns and complaints will be acknowledged and reviewed except those that are:

1. Anonymous
2. Abusive in nature

OUR COMMITMENT

If you submit a concern or complaint to the Town of Grand Coulee you can expect that we will:

- treat you with respect
- tell you what to expect while your issue is being reviewed
- carry out the review process in a fair and transparent way
- provide reasons in writing for decisions that are made
- protect your privacy

As far as possible, concerns and complaints will be reviewed and addressed within 10 working days of being received. If this time frame cannot be met, the person will be informed of the reasons why and of the alternative time frame for resolution.

PROCEDURES

SUBMITTING A CONCERN OR COMPLAINT

A person wishing to submit a concern or complaint must do so in writing to:

- the CAO (or the Administrative Assistant if the CAO is unavailable) OR
- the Mayor (if the concern or complaint is regarding the CAO)

The request, concern, or complaint must include the date, resident's name and phone number, a description of the issue and the desired outcome as well as any supporting documentation.

MANAGING A CONCERN OR COMPLAINT

In addition to completing the record keeping requirements, the person managing the issue will be responsible for:

1. Registering the issue:
 - acknowledge receipt of the issue within 2 business days and open an issue register form
2. Investigating the issue:
 - Gather information about the concern or complaint
 - Notify the Department affected
3. Responding to and resolving the issue:
 - Make a decision within 10 working days of the issue being received (unless Council input is required and first available meeting date is later than 10 days)
 - Inform the person of the outcome in writing with the reasons for the decision and options for appeal
 - Take any action required based on the decision
4. Following up
 - Ensure compliance with the required action
 - Complete the Issue Register form and close the file

APPEAL PROCESS

If dissatisfied with the resolution, the person may

1. Request the Council review the issue as an agenda item by following the procedures stipulated in the Council Procedure Bylaws Section 23, OR
2. Request to address the Council as a delegation at a Council meeting following the procedures stipulated in the Council Procedure Bylaws Section 25.

If dissatisfied with the Council decision then the person may appeal to the Ombudsman's office, Government of Saskatchewan.

RECORD KEEPING

A file of all correspondence and materials regarding each issue will be kept by Town of Grand Coulee administration along with an Issue Register Form which includes:

- Name of the resident, date issue received and type of issue
- Details of the issue
- Details of the investigation
- Action taken and reason for decision
- Resident's response to decision
- Follow-up action
- Date of resolution

The concerns, and complaints register files are confidential and access is restricted to the Town CAO, Administrative Assistant, and Council members. The files will be kept for 7 years.

Schedule A

Town Of Grand Coulee

ISSUE REGISTER FORM

Date Received: _____

Resident's Name: _____

Type of Issue (please circle): CONCERN COMPLAINT

Description of Issue:

Supporting Documentation Attached? YES / NO

Employee Managing Issue: _____

Investigation: _____

Action Taken and reason for decision:

Date Resident Notified of Decision: _____

Resident's Response: _____

Follow up: _____

Date Resolved: _____