

# Town of Craik Policy

Policy # 2024-01

Policy Title: Complaint Policy

## **Policy Objective:**

The purpose of this policy is to set out guidelines for the submission and resolution of complaints.

**Authority:** (Bylaw # or Resolution date/#)

Council Resolution: #2024-073, April 9<sup>th</sup> 2024

## **Policy:**

### **General Principles:**

1. Anonymous complaints will not be considered.
2. Complaints shall be responded to in the least formal method that is appropriate to the situation.
3. Any complaint regarding sexual or physical violence/behavior will be immediately reported to the police or other appropriate civil authority.
4. Complaints of a substantive nature must be in writing.
5. All complaints of a substantive nature are to be treated as confidential unless otherwise indicated by Federal, Provincial or Municipal legislation.

### **Procedures:**

1. Any Councillor receiving a minor complaint shall inform the Administrator and/or the Mayor and may actively engage in helping to remedy the situation.
2. When receiving a complaint of a more substantive nature the Councillor shall inform the claimant of the proper processes as follows:
  - A. **Complaints concerning infrastructure and related matters** such as roads, water, drainage and similar matters are to be addressed by submitting a completed Request for Remedial Action form. The form can then be submitted to the Administrator who shall bring the matter to Council for discussion and resolution or presented by the claimant as a delegation at the next Regular Council Meeting for discussion and resolution.

- B. **Complaints concerning a staff member or volunteer** are to be submitted in writing to the Administrator. Upon receiving such complaint, the Administrator, after consultation with the Mayor, shall take the corrective/disciplinary action deemed appropriate according to the requirements of Municipal policies and Bylaws and Federal and/or Provincial legislation.

The Administrator may decide to refer the complaint to Council in an in-camera session. In any case, the Administrator shall make a confidential report presented to Council in an in-camera session detailing the complaint and corrective/disciplinary action(s) taken.

- C. **Complaints concerning the Administrator** are to be submitted in writing to the Mayor. Upon receiving such complaint, the Mayor shall consult with the Deputy Mayor. They shall meet with the Administrator and present the salient points of the complaint. In the event that the situation is satisfactorily resolved, the Mayor and Deputy Mayor shall present a report to Council in an in-camera session detailing the complaint and corrective/disciplinary action(s) taken.

If the matter is not resolved and they are of the opinion that action is required they shall present the information in-camera to the whole Council without the Administrator present. The Council shall take the corrective/disciplinary action deemed appropriate according to the requirements of Municipal policies and Bylaws and Federal and/or Provincial legislation.

- D. **Complaints concerning a member of Council** are to be submitted in writing to the Administrator. Upon receiving such complaint, the Administrator will present it to the Mayor and Deputy Mayor to consult. If the complaint involves the Deputy Mayor the Mayor shall call upon a Councillor of their choosing. They will then meet with the Councillor concerned and present the salient points of the complaint.

If the matter is not resolved and they are of the opinion that action is required they shall present the information in an in-camera session to the whole Council with the Councillor concerned excused. The Council shall take the corrective/disciplinary action deemed appropriate according to the requirements of Municipal policies and Bylaws and Federal and/or Provincial legislation.

Complaints submitted in contravention of Bylaw No. 2016-12 known as the "Code of Ethics Bylaw" must follow the complaint procedure set out in in Part II, Section 3 of Bylaw No. 2016-12.

- E. **Complaints concerning the Mayor** are to be submitted in writing to the Administrator. Upon receiving such complaint, the Administrator will present it to the Deputy Mayor and a Councillor of the Deputy Mayors choosing to consult. They will then meet with the Mayor and present the salient points of the complaint.

If the matter is not resolved and they are of the opinion that action is required they shall present the information in camera to the whole Council with the Mayor excused. The Council shall take the corrective/disciplinary action deemed appropriate according to the requirements of Municipal policies and Bylaws and Federal and/or Provincial legislation.



Mayor

Administrator