

COMPLAINT MANAGEMENT POLICY

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| Policy Number: | ADM 02 |
| Administered By: | Chief Administrative Officer |
| Approved By: | Chief Administrative Officer |
| Effective Date: | April 2017 |

Purpose:

The Town of Fort Macleod will meet its obligation of service to the citizens of the Town, and the general public, by ensuring complaints are handled in a fair, economical and timely manner.

Scope:

This policy covers complaints that are submitted to the Town of Fort Macleod

Responsibilities:

All employees will foster an environment where complaints are welcome as a process to improve customer service and citizen satisfaction.

Administration staff is responsible for identifying if a complaint falls under this policy or if it is a notice of concern and take the appropriate action.

Directors are responsible to ensure complaints are managed, investigated, actioned, rectified and/or rejected and ensure the Complainant is advised of the outcome of their complaint. In addition Directors will ensure administration staff is aware of any planned repair/work schedules so they can proactively advise the Complainant.

The CAO will communicate and promote the requirements of this policy and implement awareness training for individuals associated with the Complaint process. In addition the CAO will review, monitor, and report on complaints to ensure they are appropriately managed.

Definitions:

Complaint - a statement, either written or verbal, that a situation is unsatisfactory or unacceptable to the person/group submitting the information

Concern – a written or verbal expression, that is advisory in nature to share information about an issue that requires attention.

Policy:

The Town of Fort Macleod supports an environment of feedback, where Complaints are addressed and citizens and members of the general public are able to express their views. We will be open and responsive to Complaints that are received verbally and/or in writing.

Procedure:

A two part Complaint form has been developed to record information and track information relating to complaints received at the Town Office. See Schedule A.

Administration staff will record the information on the Complaint form attaching any letters or pertinent information that has been submitted with the Complaint. The original copy, with any attachments will be forwarded to the appropriate department Director with the second copy of

the form and copies of any attachments being retained in an "Active Complaints Under Investigation" file.

Once the appropriate department has completed their investigation, they will return the completed original copy of the Complaint form to the CAO. Completed forms must contain the following information:

- Who investigated the Complaint
- The results of the investigation
- Details regarding any contact with the Complainant, including who made contact and when, requests for more information and/or Complaint resolution details.

The CAO will review the department's response and either:

- Refer the Complaint back to the department for further work
- Intervene and assist with resolving the Complaint
- Note that the Complaint has been resolved.
- Ensure both copies of the Complaint form are reunited and filed by Department name

When the Complaint is of an urgent nature, such as dog at large, or a damaged street sign, Administration staff will verbally advise the appropriate department to ensure a timely response.

When it has been determined that a Complaint is actually a concern, such concerns should be entered into the Daybook for usual action by the appropriate department.

To proactively address reoccurring concerns such as potholes or excavations not yet paved over, departments should inform the Administration staff of planned repair/work schedules. This would allow for an immediate response to the concern.

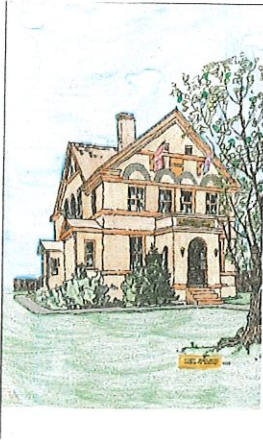
Further Information:

For further information regarding this Policy, please contact the department identified in the title bar under Administered By.

A handwritten signature in blue ink, appearing to read "Sue Keen", written over a horizontal line.

CAO – Town of Fort Macleod

Town of Fort Macleod Complaint Form



Protective Services

Public Works

Plants

Electrical

Facilities

Other: _____

RE: _____

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| DATE: | COMPLAINANT INFORMATION: |
| TO: | NAME: |
| TAKEN BY: | ADDRESS: |
| | PHONE: |

MESSAGE:

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| ACTIONED BY: | DATE: |
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