



<b>POLICY TITLE:</b> Complaint Policy	<b>POLICY #:</b> 0100-040
<b>AUTHORITY:</b> Administrative	<b>EFFECTIVE DATE:</b> September 21, 2010
	<b>REVIEW SCHEDULE:</b> 3 – 5 years
<b>ISSUED BY:</b> Chief Administrative Officer	<b>APPROVED BY:</b> Council C-138-10
<b>DATE ISSUED:</b> September 22, 2010	<b>DATE APPROVED:</b> September 21, 2010

#### **PURPOSE:**

To establish a strategy for handling complaints and concerns received from the public in order to facilitate an expeditious conclusion to issues for our customers.

#### **GENERAL:**

The Town of View Royal is committed to the common good; is attuned to overall community need; and fosters the social, environmental and economic well-being of the community. Town of View Royal staff are committed to consistent application of policy and best practices, due diligence, and the orderly conduct of municipal business.

Staff members will act with the highest level of tact and diplomacy when interacting with complainants, be courteous, business-like and helpful.

To streamline the handling of complaints, Council members will promptly direct all complainants to staff.

#### **POLICY:**

1.0 All complaints received by a department will be logged on a Complaint Form and entered on a tracking sheet which will include the following:

- Date Received
- Name of & Contact Information for Complainant
- Description of Complaint
- Action Taken

2.0 The status of complaints, including responses and action taken, will be tracked to ensure attention to and conclusion of them in the following manner:

2.1. Acknowledgment of Receipt

Acknowledgment of receipt for incoming emails will be by automated response.

<b>RECORD OF AMENDMENTS</b>	<b>REVIEW DATE</b>	<b>AMENDED</b>	<b>OUTCOME</b>	<b>MOTION #</b>
	April 10, 2015 September, 2018	February 5, 2019	See report	C-13-19

## 2.2. Response

The response will include:

- identification of the issue;
- a summary of action to be taken; and
- the date on or before which a resolution may be expected (if available).

If there is nothing that can or will be done about the issue, staff must provide the complainant with as detailed an explanation as possible and a referral, if applicable.

## 2.3. Resolution

Once the issue is resolved, staff will inform the complainant of the action taken to resolve the complaint and when it was completed.

The tracking sheet will identify the date on which the complaint is resolved.

3.0 At any point in the response process, an issue may be resolved and may not follow all the steps outlined in the process above.

### **EXEMPTIONS:**

Exempt from this policy are complaints regarding legal issues, Town employees, subdivisions, bylaw enforcement, developments and requests made under the *Freedom of Information and Protection of Privacy Act*.

Exempt from being recorded are non-complaints including inquiries; requests for information; explanations of policies, procedures or bylaws; negative feedback on a submission or survey; and the dislike of policies, procedures or bylaws.

**DISTRIBUTION:** Electronic file Y:\Administration\0340 Policies\50 - Final\0100 – Administration and Town of View Royal website.

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