



POLICY MANUAL

POLICY TITLE: Complaint Policy	POLICY #: 0100-040
AUTHORITY: Administrative	EFFECTIVE DATE: September 21, 2010
	REVIEW SCHEDULE: 2 – 3 years
ISSUED BY: Chief Administrative Officer	APPROVED BY: Council C-138-10
DATE ISSUED: September 22, 2010	DATE APPROVED: September 21, 2010

PURPOSE

To establish a complaints handling and communications strategy to ensure a positive relationship with all of our property owners and customers and an expeditious conclusion to issues and complaints as they arise.

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 Council members and staff are committed to consistent application of policy and best practices, to due diligence, and to 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.

POLICY

Complaints will be logged on a Complaint Form which will be retained in accordance with current accepted records management practice. The status of complaints will be tracked to ensure attention to and conclusion of them.

INITIAL RESPONSE:

Complaints will be acknowledged as quickly as possible.

Best efforts shall be made to ensure that each complaint is acknowledged on the same day that it is received; if this is not possible, acknowledgement of receipt must follow within one business day. The initial response shall include:

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

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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.

As soon as possible, and in all cases within five business days after the initial response, the issue must be resolved or a second reply sent indicating further action to be taken.

SECONDARY RESPONSE:

If an issue is not resolved within five business days of receipt of a complaint, a second reply will be made which provides the complainant with a status update on the issue and the date by which a resolution may be expected.

Actions pertaining to secondary responses shall be logged on the Complaint Form.

RESOLUTION:

Once the issue is resolved, staff will inform the complainant of the action taken to resolve the complaint and when it was completed. Actions pertaining to resolution of issues will be logged on the relevant Complaint Form. The tracking system will identify the date on which complaints are resolved.

EXEMPTIONS

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

Exempt from being recorded are enquiries that may be answered immediately by staff, such as directions to Town Hall, hours of operation, contact information etc. as well as complaints regarding Town employees.

Attachments: Complaint Form

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

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