

<p align="center"><u>POLICY TITLE</u></p> <p align="center">COMPLAINTS BY THE PUBLIC</p>	<p align="center"><u>POLICY NO.</u></p> <p align="center"><b>19-02</b></p>	<p align="center"><u>EFFECTIVE DATE</u></p> <p align="center">October 15, 2019</p>
<p align="center"><u>ORIGIN</u></p> <p align="center">Administration</p>	<p align="center"><u>ADOPTED BY COUNCIL</u></p> <p align="center">October 15, 2019</p>	<p align="center"><u>AMENDED DATE</u></p>

1. PURPOSE: To provide a guideline for staff and council in handling of public complaints and ensure a consistent and fair process for all complaints received. Fair processes protect the Town of Star City and its citizens from rumours of favouritism or unfair treatment, and minimize excessive time spent by staff discussing verbal complaints, ensuring tax payer dollars for works hours are spent appropriately.

2. PROCEDURE:

The Council of the Town of Star City in the Province of Saskatchewan approves the following complaint policy for Complaints by the Public.

a) In the policy,

- i) Administrator" means the administrator of the municipality;
- ii) "Council" means the Council of the municipality
- iii) "Municipality" means the Town of Star City.

b) A person or group of persons who believe that they have a legitimate complaint to bring forward to the municipality should do so by either:

i) writing and signing a letter of complaint (complete with a return address and name) or filling out a completed and signed Form A and leaving it with the administrative staff at the Town Office.

ii) Your complaint will be attended to by the department to which it applies and provided to Council at the next regular council meeting. The complainant will receive written response as to the department findings and proposed resolution.

iii) If upon receipt of a written response by the Administrator, the complainant does not feel the complainant has been satisfactorily addressed, the complainant has the opportunity to address council at the next regular council meeting. Persons wishing to speak before council at the regular meeting must notify the Administrator of their intention at least 5 days prior to the meeting date. Persons addressing council at the meetings will have a 10 (ten) minutes to present their complaint before Council. No decision or discussion will occur during the delegation's presentation at the meeting regarding the matter, but a written response will be sent to the complainant afterwards.


iii) Complaints that do not include the complainant's full name, mailing and civic address and phone number, will not be accepted.

iv) Verbal complaints to council, the administrator or other staff will not be acted on.

v) Verbal abuse of a member of council or any employee of the municipality will not be tolerated and could result in legal action.

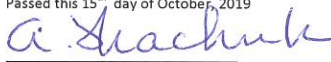
*This policy is in effect as of the Resolution date.*

  
\_\_\_\_\_  
Mayor

  
\_\_\_\_\_  
CAO



Certified a True and Correct Copy  
of Policy No. 19-02  
Passed by Resolution of Council  
Passed this 15<sup>th</sup> day of October, 2019

  
\_\_\_\_\_  
Anita Tkachuk, CAO

**FORM A  
TOWN OF STAR CITY  
COMPLAINT FORM**

NAME OF COMPLAINANT \_\_\_\_\_

MAILING ADDRESS OF COMPLAINANT: \_\_\_\_\_

CIVIC ADDRESS OF COMPLAINANT: \_\_\_\_\_

PHONE NUMBER OF COMPLAINANT: \_\_\_\_\_

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DATE OF INCIDENT: \_\_\_\_\_

PARTICULARS OF INCIDENT: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If not enough room on this form, please continue with particulars on back of page or on an additional sheet.

Statement made this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Signature of Administrative Staff  
to show receipt.

\_\_\_\_\_  
Date Received

\_\_\_\_\_  
No. of Pages

**FOR OFFICE USE ONLY**

HOW WAS COMPLAINANT RESOLVED: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
SIGNATURE: \_\_\_\_\_

\_\_\_\_\_  
DATE: \_\_\_\_\_