

**TITLE:** Service Standards  
**POLICY NO.:** II-006  
**APPROVAL:**  
**EFFECTIVE DATE:** March 29, 2016  
**AMENDED DATE:**  
**REVIEW DATE:** March 21, 2016  
May 19, 2020  
**SUPERSEDES POLICY NO.:**

**POLICY STATEMENT:** To establish policy on handling requests, inquiries, questions or complaints.

**PURPOSE:** To guide the municipality in a manner that will ensure a consistent form of service to residents within the Town of Mayerthorpe.

**PRINCIPLES:**

**1. CAO**

The Chief Administrative Officer (CAO) is responsible for the implementation of this policy.

**2. Application**

The following Service Standards will apply to any interaction that the Municipality has with residents and business partners:

- a. All requests, inquiries, questions and informal and formal complaints are handled by the Town Office.
- b. All requests, inquires, questions and informal complaints will be documented at the Town Office. Public Works, Councillors and all other departments will direct queries to the Town Office for documentation.
- c. The Town Office will handle all formal complaints, which in the context of this policy, is understood to mean the written expression of some discontent or dissatisfaction with a Municipal Service.
- d. All queries are to be made during normal business hours. Only in an emergency or safety situations are personnel to be phoned or

contacted at home. The Town provides an after-hours cell number (780-305-4417) to reach the on-call employee to deal with water and sewer incidents. The Fire Department is contacted through 911.

- e. To ensure action, a complaint should be in writing and signed. Verbal complaints via phone and walk-in are documented.
- f. At the discretion of the CAO, complaints may or may not be acted upon depending on the situation and what Town policy, bylaw and budget restraints dictate.
- g. Then Municipal Staff will follow up with any required action as quickly as possible.

**3. Correspondence**

- a. Received addressed to “Mayor” or “Mayor and Council” will be opened and forwarded to the CAO for processing through a Request for Decision or correspondence at Council Meetings.
- b. Council will then direct the CAO with their response to the Request for Decision or via correspondence.
- c. Operational and administrative responses to correspondence will not necessarily be copied to Council.
- d. Generally, emails are not an acceptable form of response to written paper correspondence received by the Town. The CAO may use discretion in this, provided that a copy of the email response is kept in the master files.
- e. Any correspondence sent or received by the Town is subject to the regulations and accessibility as outlined in the Freedom of Information and Protection of Privacy (FOIPP) legislation. Council and employees should govern their actions accordingly.

**4.** This policy does not preclude the Town staff identifying and conducting investigations on their own initiative.

**5.** Complaints must be in writing. No action will be taken on

- a. verbal complaints; or
- b. anonymous complaints.

**6. Investigation**

Should an infraction be suspected, the CAO will consider the matter, the

scale, number and duration of the infractions(s); the current short and long term impacts caused by the infraction; the potential for precedents; and the resources available to resolve the matter. It will not be the policy of the Town to necessarily seek a legal remedy for all alleged infractions.

**7. Confidentiality Issues**

- a. The anonymity and confidentiality given to complainants and the alleged violators under this policy cannot be assured if an investigation results in court proceedings.
- b. When a complaint is made, personal information will be collected under the authority of Section 32 and 33(1)(c) of the Freedom of Information and Protection of Privacy Act, section 642 of the Municipal Government Act and/or Section 59 of the Safety Codes Act. If a person requests that the Town disclose personal information about them in complaints and responses to the complaints under the Freedom of Information and Protection of Privacy Act, the Town policy is to refuse disclosure under Section 17 and Section 20(1)(d) of the Act, unless consent is obtained from the person who supplied the information. The Town, however, is subject to orders issued by the Information and Privacy Commissioner under the Act and will not necessarily appeal an order for disclosure.

**8. Appeal of the Handling of a Formal Complaint**

If a complainant is not satisfied with the results obtained through the Town Office, they may ask for a review in writing by Council at the next regularly scheduled Council Meeting.

End of Policy.

