

PROCEDURE: Service Standards
PROCEDURE NO.: II-006.01
APPROVAL: CAO
EFFECTIVE DATE: April 5, 2016

PROCEDURE:

1. Refer to Schedule "A" being the Town of Mayerthorpe Complaint Form.
2. Once a complaint form is populated, it is to be PDF'd and added to the Complaint Tracking spreadsheet in the "Original" column. Complaints should be named as "Complainant's last name, Date (M,D,Y)". The Complaint Tracking spreadsheet is located on Common, Administration, and Complaint Tracking.
3. The digital copy is to be emailed to the appropriate Department head (or acting Department Head, if applicable in Word format.
4. Once a complaint form is returned with details of completion/resolution. It is to be marked off as closed, scanned and added in to the Complaint Tracking spreadsheet in the "Final" column. The final complaints should be named as "Complainant's last name, Date, F.
5. Complaints that require follow up at a later date will be highlighted until resolved or completed.

End of Procedure.



SCHEDULE "A" Complaint Form

Date: _____

Complainant's Name: _____

Address: _____ **Phone #:** _____

Subject's Name (if applicable): _____

Location relative to complaint (if applicable): _____

Type of complaint: **FCSS** **Customer Service**
 Fire Dep't

Roads/Alleys/Sidewalks **Water** **Sewer** **Storm**
Water/Drainage

Parks/Recreation **Bylaw** **Other:** _____

Details (list possible cause, remedy requested, etc.):

Complaint/Request received by: **Department assigned to:**

Date of completion/resolution: _____

Remedy Details and/or Further Information:

Signature Signoff for Completion/Resolution: _____



Policy Manual
Section: Administrative
Procedure: II-006.01

The personal information on this form is being collected pursuant to Section 33(c) of the Freedom of Information and Protection of Privacy Act. For further information please contact the FOIPP Coordinator, Town of Mayerthorpe, 780-786-2416.