

RURAL MUNICIPALITY OF ANTLER NO. 61
RATEPAYER COMPLAINT POLICY AND PROCEDURE

Resolution #: 281/22 Date: November 15, 2022

COMPLAINTS POLICY AND PROCEDURE

The Rural Municipality of Antler #61 is committed to ensuring that any person affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure fairness, accountability and transparency. **NO COMPLAINTS WILL BE HANDLED ANONYMOUSLY.** Anonymous complaints will not be regarded.

OUR COMMITMENT

If you make a complaint to the Rural Municipality of Antler #61 you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

PROCEDURES

MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing or verbally to:

- the office staff they were dealing with at the time, unless you are making a complaint about this person
- filling out the complaint form in full and submitting by mail or in person to the office or submitting to the Reeve
- a Councillor in the respective Division
- the Reeve

PROCEDURE FOR COMPLAINTS MANAGEMENT

The person managing the complaint will be responsible for:

1. Registering the complaint:
 - registering the complaint at the RM of Antler #61 office for proper documentation
 - informing the complainant that their complaint has been received and providing them with information about the process and time frame.

2. Investigating the complaint:

- the office shall notify the Division Councillor, Reeve and Foreman (if applicable)
- if the complaint requires all of Council, it will be brought to the next scheduled Regular Meeting of Council.

As far as possible, complaints will be investigated and resolved within 30 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

3. Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 30 working days of the complaint being received
- Informing the complainant of the outcome and any options for further action if required

4. What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Ombudsman. The Ombudsman's office will determine if it has the power to investigate your complaint.

RECORD KEEPING

A register of complaints will be kept by RM of Antler #61 office staff. The register will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by RM of Antler #61 in connection with any complaints will be kept for 7 years.

The complaints register and files will be confidential and access is restricted to the RM of Antler Administrator, Assistant Administrator and Council when requested.

RM of Antler #61 COMPLAINT FORM

For Ratepayers to Submit a Formal Complaint to Council

Date: _____

Residents Name: _____

Topic of Complaint: _____

Brief Description of Complaint: (attach further details if required)

Further Details attached? YES / NO (please circle)

Supporting Documentation Available? YES / NO (please circle)

Employee Receiving Complaint: _____

Comments (if any): _____

Date Resolved: _____

Date Ratepayer Notified: _____

Complainant Response: _____