

Policy Topic: Complaint Form		
Policy No:	Motion of Council: 2023-214	Effective Date: Nov. 2 nd , 2023
Section: Finance & Admin	Amendment Motion:	Amendment Date:

Purpose

This form is to be used by residents to inform Town Staff or Council of a complaint or issue that they have and wish the Town to investigate.

Examples:

Development without a permit Illegal dumping Dilapidated buildings

Policy

All details must be provided and contact information is mandatory. Complainant can choose whether they wish Town Staff to keep their name confidential.

All complaints will be reviewed by the CAO and Deputy Town Clerk to determine who will investigate and which Committee will be informed to decide on next steps.

All complaints will be reviewed by one of the Committees of Council.

2023-214

Roebotham/Young

Resolved that Council adopt the General Complaint Form as presented and further resolved that effective November 2nd, 2023, any complaints submitted by residents or businesses must be filed through the General Complaint Form before Staff will investigate.

Resolution Carried. In favour – 4. Deputy Mayor Crawford, Councilor Budden, Councilor Roebotham and Councilor Young. Against - 0.



Complaint

Section One: Contact Information		
Name:		
Civic Address:		
Mailing Address:		
Telephone:		
Email:		
Section Two: Claim Details		
Date of Incident:	Time:	
Location of incident:		
Please outline your complaint/issue, any backgromunicipal employees you have contacted to resolute incident, photographs, etc.		
How do you suggest the situation be improved or complaint resolved?		
Do you want your name kept confidential?	Circle one YES NO	
Approximate Amount to Repair Damage:		
Signature:	Date:	
Section Three: Town of Fogo Island		
Claim Approved: Claim Den	nied:	
Comments:		
Signed By:	Date:	