



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.

