



ADDRESSING MUNICIPAL COMPLAINTS

Approved by Council Resolution: 24/05/02

1. PURPOSE:

This policy helps the City to promptly and effectively address program and service delivery complaints raised by members of the public in a fair, respectful, and efficient manner. This policy will assist the City in providing excellent service to the public and contribute to the City's commitment to continuous improvement.

2. POLICY STATEMENT:

The City is committed to ensuring that all complaints are promptly acknowledged, handled courteously, and thoroughly investigated.

3. SCOPE AND RESPONSIBILITY:

3.1 The policy applies to all City Employees, volunteers, and contracted service providers.

3.2 The following circumstances may limit or prohibit investigations under this policy:

- Complaints concerning non-municipal services. Complaints outside of the City's jurisdiction will be directed to the appropriate channels for resolution whenever practicable;
- The City will strive towards effective engagement with all complaints; however, complaints deemed frivolous or vexatious will be dismissed;
- Matters already addressed by legislation, municipal bylaw, or other City policies or procedures are considered resolved and will not undergo further investigation;
- Council decisions are respected and thus complaints based on Council decisions will be directed to Council or any other appropriate channel;
- Internal employee complaints are addressed through separate channels; or
- Matters within the jurisdiction of tribunals, courts of law, or quasi-judicial boards will be handled through their respective processes.

4. DEFINITIONS:

City: means the Corporation of the City of Beaumont.

Complainant: is a member of the public, submitting a complaint regarding the Corporation of the City of Beaumont.

Employee: means all full-time, part-time, temporary, seasonal, casual and staff hired on a contract basis for a defined period of the City of Beaumont.

Personal Information: has the same meaning as set out in the *Freedom of Information and Protection of Privacy Act*.

5. GUIDING PRINCIPLES:

5.1 Citizen Focused

The City will develop procedures for addressing complaints promptly and fairly. The City's complaints procedures will detail the process and requirements for complaints, response times, and opportunities for resolving complaints. The City will strive to provide responses to complaints in a format that meets the needs of the citizen.

5.2 Continuous Improvement

The City will regularly monitor and review complaints to identify issues, trends, areas of concern, and opportunities for improvement or lessons learned.

5.3 Fair and Impartial

The City will deal with Complaints in an open-minded and impartial way. Any complaints made by citizens will not negatively affect their future interactions with the City. The complaints procedures will also outline the City's actions when complaints are deemed to be frivolous or vexatious.

5.4 Accountable

The City will provide honest, evidence-based explanations and give reasons for decisions. The City will ensure that staff are informed about the complaints policy and procedure, provide training when required, and incorporate this training as part of the new staff orientation process.

5.5 Accessible

The City will strive to ensure that all citizens, regardless of abilities, can access and receive services with equal opportunities within a standardized service delivery model.

5.6 Confidentiality

All complaints will be treated confidentially to protect the Complainant's privacy under the Freedom of Information and Protection of Privacy Act, subject to the need to disclose information as may reasonably be necessary to investigate the matter properly or in situations where disclosure is legislatively required.

5.7 Respectful

Everyone should be able to access and enjoy City services and resources in a safe and respectful manner. If members of the public are abusive to staff or others, the City will take actions such as, but not limited to, discontinuing service, asking the person(s) to leave, limiting the person's access to staff or city facilities, or banning the person(s) from city facilities.

Policy Record

Adopted by Council: May 14, 2024

Council Resolution: 24/05/02

Cross Reference:

- *Alberta Freedom of Information and Privacy Protection Act*
- *Alberta Ombudsman Act, RSA 2000, c O-8*

Administrative Responsibility: Service Experience Office

Next Review Date: 05/2026