



Policy #1021

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Policy Title: Complaint Process

Policy No.: 1021

Approval: County Council

Effective Date: July 15, 2009

Supersedes Policy No.:

Policy Statement: Mountain View County (Council) will establish a process for the handling of complaints received by the County.

Purpose: The purpose of this policy is to establish a procedure to be followed in addressing complaints.

- Principles:**
1. That all complaints received by the County are reviewed and responded to.
 2. That all complaints be treated in a consistent and fair manner.
 3. Adequate information is received to properly and thoroughly process a complaint.
 4. Written records of complaints will be available for future reference.
 5. Anonymous complaints will not be accepted.

End of Policy

Approved: July 15, 2009



Procedure Title: Complaint Process

Procedure No.: 1021-01

Approval: CAO

Effective Date: July 15, 2009

Supersedes Procedure No.:

1. Preamble

- 1.1 Mountain View County is committed to ensuring that any complaints are dealt with in a fair and open manner.
- 1.2 Currently complaints to the County are generated in different formats. They may be written (letter, email) they may be verbal. The complaints will not always go directly to the individual or group that is responsible for addressing the complaints.
- 1.3 These procedures will provide a mechanism to track complaints and ensure that complaints are dealt with in a fair and open manner within a reasonable time frame.

2. Procedures

- 2.1 All complaints received by the County will be recorded in writing on either the Complaint Form attached to this procedure as Appendix "A" or the Service Request Form for Operations as Appendix "B".
- 2.2 The Complaint Form and Service Request Form will be available as an electronic template on the County's computer system.
- 2.3 When a complaint is received by the County Office, the Complaint will be sent to the Administrative Assistant or Administrative Support of the appropriate department who will complete the Complaint Form or Service Request Form and forward the complaint electronically to the designated Administrative Support in Planning and Development or Operational Services who will enter the complaint into the CityView Program or the Bellamy Service Request Module and sent to the Director of that department, Quadrant Supervisor or designate for handling.
- 2.4 All complaints received by the County will be recorded on CityView except for the complaints for the Community Peace Officers, which must be recorded on a separate data base as per the Solicitor General's Department.

Although CityView at the present time can only track property related complaints, it is capable of accepting all complaints, generate an initial letter to the complainant and advise the complainant to who the complaint has been forwarded to for review.

This will be handled by City View Software.

- 2.5 All Service Requests received by the County will be sent to the Administrative Assistant or Administrative Support of the Operational Services who will complete the Service Request Form recorded in the Bellamy

Service Request Module. The Bellamy Service Request Module will generate a detailed ticket that will be electronically sent to the Director, or Quadrant Supervisor or designate. Any projects that are created from the Service Request will require a Work Order which will be transferred from the Service Request ticket to Bellamy Work Module.

3. Time Frame

- 3.1 County staff will respond to complaints within a two week time period from the time a complaint is received.

4. Freedom of Information and Protection of Privacy

- 4.1 When responding to a complaint the respondent shall take into account the protection of personal information about the complainant, offender, or any other person.

5. Confidentiality

- 5.1 All complaints will be treated as confidential, unless authorization is given by the complainant to release his or her identity.
- 5.2 Despite section 5.1 the complainant shall provide all of the information required on the complaint form including the complainants name and contact information.
- 5.3 Anonymous complaints will not be accepted.

6. Complaint Forms

- 6.1 Complaint Forms will be available on the County Web Page or from the County Office in the event a complainant wishes to make a written complaint.
- 6.2 Complaints will only be considered as a valid complaint once the complainant has provided all of the information required on the forms contained in Appendix "A" and Appendix "B".

End of Procedure

Approved: July 15, 2009

Amended: June 3, 2014 (Appendix A)

Amended: September 11, 2015 and (Appendix B)

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the end.

NOTE: Anonymity will be maintained between the complainant and the alleged offender, except where necessary in a court of law. However should this complaint proceed to Court, you may be required to give evidence as a witness and your name and your filed complaint will become a matter of public record.

PERSONAL INFORMATION: This information is being collected for the purpose of conducting an Investigation. The information may be shared with applicable Mountain View County departments and agencies for the purpose of initiating appropriate action relative to this report. The collection of the personal information on this application is authorized and protected under the Freedom of Information and Protection of Privacy Act, Section 33(c).

By providing this information, you have consented to its use for the above purposes. If you have questions about the collection and use of this information, you may contact, FOIPP Head, Legislative, Community and Agricultural Services, Mountain View County at (403) 335-3311.

Signature of Complainant

(N/A - phoned in)

TYPE OF COMPLAINT

Planning and Development
(Subdivision, Redesignation, Development, Permits Zoning, MDP, ASPs, LUB)

Legislative, Community & Agricultural Services
(Communications, FCSS, County Patrol, Grants, Legislation, Campgrounds, Undeveloped Road Allowance, County Lands, Agriculture)

Assessment Services
(Assessment, Property Taxes)

Corporate Services
(IT, Budget, Payroll, Accounts Payable/ Receivable, GIS)

Operational Services
(Road Complaints, Road Kill, Garbage on Roads)

FOR OFFICE USE ONLY

RECEIVED: Complaint taken by: _____

Via Phone

Via email

Online Form

In Person

DEPARTMENT REVIEW

Review Completed by: _____

Date: _____

Comments: _____

COMPLAINT DEEMED:

Valid

Invalid

Amended: June 3, 2014





SERVICE REQUEST PHONE MESSAGE

Requested by: *(ratepayer)* _____

Ratepayer's Mailing Address: _____

Ratepayer's Phone Number: _____

Location of Request *(Rge Rd and Twp Rd)* : _____

Road Segment ID: _____

Description of Need: _____

Priority: *(circle one)* Low Medium High Urgent

Business Unit: *(circle one)* MVC Quad 1 Quad 2 Quad 3 Quad 4

Activity: *(ie. Graveling; Sign Damage; Activity Code; etc)* _____

Assigned to: *(Foreman or Field Staff Person)* _____

Date & Time Reported: _____ am/pm

Date Required: _____

Message Taken By: *(your name)* _____

SRM created by: *(Alison or designate)* _____

Service Request Id: _____