



# Policy #1021

1408 Twp. Rd. 320 / Postal Bag 100, Didsbury, AB Canada TOM OWO  
T 403.335.3311 F 403.335.9207 Toll Free 1.877.264.9754  
[www.mountainviewcounty.com](http://www.mountainviewcounty.com)

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**Policy Title:** Complaint Process

**Policy No.:** 1021

**Approval:** County Council

**Effective Date:** July 15, 2009

**Approval Date:** July 15, 2009

**Supersedes Policy No.:**

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**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



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**Procedure Title:** Complaint Process  
**Procedure No.:** 1021-01  
**Approval:** CAO  
**Effective Date:** July 15, 2009  
**Approved Date:** July 15, 2009  
**Amended Date:** June 3, 2014 (Appendix A)  
**Amended Date:** September 11, 2015 (Appendix B)  
**Amended Date:** September 26, 2017

**Supersedes Procedure No.:**

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**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". Verbal complaints may be recorded by staff if preferred by the Complainant. Assessment Complaints, Personnel complaints and Appeals will be handled independently from this procedure in the prescribed format required by legislation.
- 2.2 The Complaint Form and Service Request Form will be available as an electronic template on the County's internal network and on the website.
- 2.3 When a complaint is received by the County, the Complaint will be sent to the appropriate department who may assist the public with completion of the Complaint Form or Service Request Form. Directors will be responsible for implementing a process to track and respond to complaints within their department.
- 2.4 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 should strive to engage the complainant within 2 business days of receiving a complaint with the goal of communicating receipt of the Complaint and information on how the Complaint will be dealt with and how progress updates will be provided.

**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 Webpage 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 to the best of their knowledge the information required on the forms contained in Appendix "A" and Appendix "B".
- 6.3 Complainants may be required to complete Appendix "C" Nuisance/Disturbance Log, to assist county staff in verifying the impact and duration of a Complaint.

End of Procedure