



# Policy #1021

1408 Twp. Rd. 320 / Postal Bag 100, Didsbury, AB Canada T0M 0W0  
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



**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



### 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)* \_\_\_\_\_

<b>SRM created by: <i>(Alison or designate)</i></b>	_____
<b>Service Request Id:</b>	_____



## Nuisance/Disturbance Log

1408 Twp. Rd. 320/Postal Bag 100, Didsbury, AB T0M 0W0  
T 403-335-3311 F 403-335-9207 Toll Free 1-877-264-9754  
www.mountianviewcounty.com

FILE #

Procedure No. 1021-01  
Appendix C

### COMPLAINANT INFORMATION

Complainant Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Rural Address: \_\_\_\_\_

Legal Land Location: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

### COMPLAINT AND LOCATION INFORMATION

Property Owner/Tenant Name: \_\_\_\_\_

Rural Address: \_\_\_\_\_

Legal Land Location: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

**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.**

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1. DESCRIPTION OF THE NUISANCE/DISTURBANCE?

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2. HOW DOES THE NUISANCE/DISTURBANCE AFFECT YOU?

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3. WHERE IS THE NUISANCE/DISTURBANCE LOCATED ON THE PROPERTY?

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4. HOW DID YOU DETERMINE WHICH PROPERTY THE NUISANCE/DISTURBANCE IS COMING FROM?

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5. HAVE YOU TAKEN STEPS TO REMEDY THIS SITUATION WITH THE PROPERTY OWNER(S)?

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6. ARE YOU PREPARED TO TESTIFY ON BEHALF OF THIS STATEMENT IN A COURT OF LAW? Yes No

*\*\*No action will be taken if the complainant is not willing to testify on behalf of this Nuisance package in a court of Law\*\**

7. ADDITIONAL COMMENTS

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Initials\_\_\_\_\_





NUISANCE/DISTURBANCE LOG

DATE	START TIME	END TIME	REMARKS

Initials\_\_\_\_\_

