# TOWN OF STONY PLAIN

| POLICIES AND PROCEDURES MANUAL | Date Approved: Jun 26, 2000<br>Resolution No: 438/06/00/SP |
| --- | --- |
| Concern or Complaint Reporting | Department: CAO<br>Division: N/A |

## Purpose

To provide a method of documenting and responding to concerns or complaints reported to the municipality.

## Procedures

1.  The staff person receiving a concern or complaint will record the complete details on the appropriate form identified as Schedule A or B.

2.  Upon completion of the form, the staff person will forward the form to the pertinent department Director.

3.  The Director will undertake whatever corrective action is necessary within his powers and jurisdiction of the Town of Stony Plain.

4.  Matters outside the scope of the Director shall be forwarded to the Chief Administrative Officer.

5.  Concerns or complaints relating to safety matters may be handled through the Town's Safety Manual (section 10.1.1).

6.  Concerns or complaints relating to bylaw matters may be handled directly by the Bylaw Enforcement Officer.

# TOWN OF STONY PLAIN

## SCHEDULE A

## PUBLIC CONCERN, COMPLAINT OR INCIDENT POLICY

Date and Time: _____

Staff Person Receiving Concern, Complaint or Incident: _____

Public Person Expressing Concern, Complaint or Incident: _____

Address: _____

Contact Phone Numbers: _____

**Describe Nature of Concern, Complaint or Incident:**

Location: _____

Details: _____

_____

_____

_____

_____

Property Owner (if applicable): _____

Address: _____

Contact Phone Numbers: _____

**Action Taken:**

Date and Time: _____

Action initiated by: _____

Details of Action: _____

_____

_____

_____

_____

Who has been advised of action taken, including date and time:

_____

_____

**Recommendations to Prevent Future Concerns, Complaints or Incidents**

_____

_____

_____

**Completion of this form admits no responsibility or liability by the Town of Stony Plain.**

## COMPLAINT LOG SHEET

### SCHEDULE B

| 1 | COMPLAINT |
|---|---|
| 2 | COMMENT |
| 3 | POSITIVE |
| 4 | SPECIFIC REQUEST |

DATE: _____

| TYPE | BUSINESS | BY-LAW | CATS | DOGS | PARKS | FACILITY | GARBAGE | PERSONNEL | ROADS | SPORTS FIELDS | WATER/ SEWER | WEEDS | TAXES | OTHER (LIST) | PASSED ON | NOTES |
|------|----------|--------|------|------|-------|----------|---------|-----------|-------|---------------|--------------|-------|-------|--------------|-----------|-------|
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