



## Town of Carberry & Municipality of North Cypress-Langford

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### Respond to Complaints Policy

**Subject:** The expectations and guidelines on responding to both internal and external complaints.

**Purpose:** The purpose of this policy is to provide a policy for Staff (referring to all staff providing service under the Town of Carberry and Municipality of North Cypress-Langford) to process and to prioritize complaints filing by both internal and external customers in order to maintain the level of service while managing the existing workload. This policy is put in place to afford staff the opportunity to respond to complaints within a reasonable timeframe more efficiently and effectively, and, at the same time, best utilize valuable and limited resources by creating clear expectations for both the public and staff.

There is a wide variety of issues that can lead to potential disputes between or among neighbors such as noise, trees, pets, construction projects and yard maintenance. However such issues are often reported as complaints or repeated complaints that outside the purview of this Municipality and result in unnecessary use of time, resources and actions in an attempt to resolve disputes between them. This policy intends to help the Staff to prioritize issues that are deemed hazardous to public health, life and safety and how to respond to complaints.

**Policy:** This policy applies to complaints that are filed through the Municipal Office via the complaint/concern form or via email with contact information of the complainant.

Priority will be given only to those complaints that are deemed a threat to the public's health, life and safety.

No enforcement action will be taken unless the complaint meets the following criteria:

- i. To avoid hearsay, all complaints must be filed in writing. No verbal complaints via telephone or in person will constitute a formal complaint.
- ii. All complaints filed against a property must pertain to the relevant sections of the by-laws – by way of the Municipality, Planning District, Safety Standards by-laws, or Office of the Fire Commissioner.
- iii. A complaint/concern form must accompany any complaint filed by internal departments.
- iv. Documentation or evidence may be required from the complainants in order to substantiate the complaint.