

## **POLICY 04/10**

### **COMPLAINTS BY THE PUBLIC**

The Council of the Village of Dysart in the Province of Saskatchewan approves the following policy for Complaints by the Public.

1. In this policy,
  - (a) "Administrator" means the administrator of the municipality;
  - (b) "Council" means the council of the municipality; and
  - (c) "Municipality" means the Village of Dysart.
2. A person or group of persons who believe that they have a legitimate complaint to bring forward to council should do so by either
  - (a) writing and signing a letter of complaint or filling out Form A and leaving it with the administrator at the Village Office or giving it to a member of council; doing so will ensure that the complaint will be added to the agenda for the next regular council meeting; or
  - (b) attending the next regular council meeting by contacting the administrator to be placed on the agenda for that meeting; the individual or delegation will be given time (usually about 15 minutes) to present the particular complaint.
3. The individual or delegation will be notified in a letter from the administrator of council's response to, or proposed course of action regarding, the complaint.
4. Verbal complaints to council or the administrator will not be acted on, and verbal abuse of a member of council or any employee of the municipality will not be tolerated and could result in legal action.

Policy approved July 13, 2010  
Resolution #180/10

Schedule A

Complaint Form

NAME OF COMPLAINANT: \_\_\_\_\_

ADDRESS OF COMPLAINANT: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

DATE OF INCIDENT: \_\_\_\_\_

**PARTICULARS OF COMPLAINT:**

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Statement made this \_\_\_\_ day of \_\_\_\_\_, 201\_\_.

\_\_\_\_\_  
Signature of Complainant