

# **SUMMER VILLAGE OF MEWATHA BEACH**

## **POLICY # 002-2024**

### **BEING A COMPLAINT PROCESS POLICY FOR THE SUMMER VILLAGE OF MEWATHA BEACH**

#### **PURPOSE:**

The purpose of this policy is to establish the principles expected of Council and Administration when receiving and responding to complaints or concerns that residents may have regarding issues within the Summer Village of Mewatha Beach.

#### **POLICY STATEMENTS:**

1. The Summer Village of Mewatha Beach strives to ensure that all resident concerns be taken seriously and resolved to the best of the administration's ability.
2. It is the responsibility of administration to track, investigate, and respond to concerns received while acting within the scope of the Municipal Government Act of Alberta and other legislation or regulations that the Summer Village would be bound by.
3. If a complaint or concern is brought to the attention of a council member, they are to forward that to the council and administration via email so that the concern can be tracked, resolved, and filed for future reference.
4. When correspondence is received by a councilor privately and the complainant chooses to be anonymous the body of the email should still be forwarded to council and administration for consideration. However, no resolve is guaranteed depending on the nature of the complaint as there may be legalities which may hinder resolution.
5. The council should not be solely responding to concerns received as that is the role of administration to ensure that accurate information is provided, legislation is followed, and to ensure that there are no legal requirements that need to be met. If it is a legal matter, administration will consult with the lawyer named in the organizational meeting.
6. Initial response to complaints should be within 24-48 hours.