



**TOWN OF TOFIELD**

**POLICY AND PROCEDURE  
HANDBOOK**

## **OPERATIONAL ADMINISTRATION**

### **POLICY: PUBLIC GRIEVANCE CITIZEN REQUEST AND RESPONSE Policy: 2.20**

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#### **POLICY STATEMENT:**

The Town of Tofield is committed to ensuring that any inquiry or complaint regarding Town affairs is given consideration and is dealt with in a fair, open and timely manner. Any concern or complaint lodged against a Town employee(s) will be considered in a professional manner and take into account the protection of personal information of the employee(s). Members of the public who submit a written inquiry or complaint will receive a written response. The Town reserves the right to reject complaints deemed to be frivolous or vexatious.

**Rationale for Policy:** The Public Grievance policy is set forth to outline the Town's resolution process regarding requests to address inquiries or complaints raised by the public, including but not limited to, town employees, activities, programs, services and facilities.

### **Applicability**

This policy applies to the Inquirer, Town Administration and members of Council regarding complaints and inquiries, or requests for action or a decision received by the Town of Tofield.

### **Definitions**

1. **"Inquiry"** Shall mean concerns, requests for action or decision, or concern raised by the public or other entities that are addressed to Town Council.
2. **"Inquirer"** Shall mean the individual or corporation raising the concern or inquiry.
3. **"Designated Town Official"** (Designate) Shall mean the Town employee assigned the responsibility of addressing and responding to a complaint.
4. **"Employee"** Shall mean all employees of the Town of Tofield excluding Peace Officers.
5. **"Frivolous or Vexatious"** Shall mean the complaint is initiated with malicious intent or is part of a pattern of conduct by the complainant that amounts to a form of abuse.

### **GUIDELINES AND PROCEDURES:**

Inquirer:

- a) All complaints or inquiries must be submitted in writing either by e-mail or paper form, and must be legible, and not contain foul or graphic language. These documents may be included in the Council Correspondence (public document).
- b) All complaints, inquiries, or requests must include:
  - a. Name, address and contact numbers of the inquirer; the name of the inquirer will become public information
  - b. Brief description and date that concern arose
  - c. Any requested action
  - d.
- c) Given the public nature of council meetings, an individual writing to Council may have a reasonable expectation that their correspondence, including their personal information, could be disclosed at a public council meeting.

Chief Administrative Officer (CAO) or Designate:

- a) Written complaints involving Town employees will be handled internally by the CAO.
- b) The CAO will determine if further investigation or action is to be taken.
- c) Should the CAO determine that a complaint or inquiry will not be investigated the inquirer will be advised of the reason for the decision.
- d) A written response will be provided within 30 days of the receipt of complaint of the inquiry.
- e) The CAO in consultation with the Mayor has authority to approve exceptions to the policy (if applicable).
- f) The CAO may reject a complaint if it is determined to be frivolous or vexatious.

Members of Council:

- a) Members of Council at their discretion may submit written complaints to the CAO for investigation.
- b) Under section 197 of the *Municipal Government Act* (MGA), meetings of a council or a council committee must be conducted in public, except where there is authority to hold the meetings in the absence of the public. Section 197(2) of the MGA authorizes Council to close all or part of their meetings to the public if a matter to be discussed is within one of the exceptions to disclosure continued in Division 2 of Part 1 of the FOIP Act. One of the exceptions includes disclosures of personal information that would be and unreasonable invasion of privacy (section 17 (1)). Any motion arising from those discussions must then be voted upon in public.
- c) Under section 198 of the MGA, the public has a right to be present at a council and committee meetings that are conducted in public. Given the public nature of council and committee meetings, an individual writing to a councillor or to the administration of a municipality may have a reasonable expectation that their correspondence, including their personal information, could be disclosed at a public council or committee meeting.

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COUNCIL APPROVAL MOTION #21-12-18

  
MAYOR

DATE: December 10, 2018