

RURAL MUNICIPALITY OF VANSCOY

306-668-2060

connect@rmvanscoy.ca

Box 187, Vanscoy, SK S0L 3J0



200.41 GENERAL COMPLAINT

1. Purpose

This policy is designed to provide a transparent and effective process for addressing complaints from the public regarding the services, programs, and operations of the Rural Municipality (RM). The RM is committed to responding to complaints in a fair, timely, and consistent manner.

2. Scope

This policy applies to all complaints received by the RM from ratepayers, stakeholders, and the general public. It covers concerns related to RM services, programs, and other operational matters. This policy does not cover matters addressed by other procedures, such as Bylaw Enforcement.

3. Definitions

- **Complaint:** An expression of dissatisfaction related to RM services, programs, or operations.
- **Complainant:** The individual or group submitting a complaint.
- **Resolution:** The action taken to address a valid complaint.

4. Procedure for Submitting Complaints

4.1 Submission Methods

Complaints shall be submitted through the following channel:

- In writing (via the complaint submission form)

4.2 Required Information

Complaints must include:

- The name and contact details of the complainant
- A clear description of the issue, including relevant dates, times, and locations
- Any supporting documents or evidence, if applicable
- The desired outcome or resolution

5. Complaint Review Process

5.1 Acknowledgment

The RM will acknowledge receipt of a complaint within five (5) business days, providing an estimated timeline for review.

5.2 Investigation

- The RM Administrator or an assigned staff member will review the complaint and gather relevant information.

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- If necessary, the complainant may be contacted for additional details or clarification.
- The RM may involve other departments or external parties if the complaint requires their input or expertise.

5.3 Resolution

- After investigation, a resolution will be determined based on the nature of the complaint and applicable RM policies or procedures.
- The complainant will be informed of the resolution in writing, including the steps taken to address the issue, within thirty (30) business days from the initial receipt of the complaint.

6. Appeals

If the complainant is not satisfied with the resolution, they may request an appeal by submitting a written request to the RM Council. The appeal will be reviewed at the next regularly scheduled Council meeting, and the complainant will be notified of the final decision.

7. Confidentiality

All complaints will be handled with discretion and confidentiality. Personal information provided by complainants will only be shared as necessary to investigate and resolve the complaint.

8. Record Keeping

The RM will maintain records of all complaints, including actions taken and resolutions reached, in accordance with the Records Retention Bylaw.

9. Policy Review

This policy will be reviewed and updated every three (3) years or as required to ensure it remains relevant and effective.

Approval

This policy was approved by the RM Council on November 18, 2024

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COMPLAINT SUBMISSION FORM

Complainant Information:

Name:	
Address:	
Phone Number & Email Address:	

Complaint Details:

Date & Time of Incident:	
Location of Incident:	
Description of Complaint: <i>please provide a detailed account of the issue, including all relevant facts.</i>	
Supporting Information: Have you attached any supporting information: <i>If yes, please list documents.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Desired Outcome: <i>What resolution or action are you seeking?</i>	
Signature:	Date:

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Submission Instructions

Please submit this form via one of the following methods:

- In person at the RM office: 300 Main Street, Vanscoy, SK
- By mail to: Rural Municipality of Vanscoy No. 345
Box 187 Vanscoy SK S0L 3J0
- By email to: admin@rmvanscoy.ca

Thank you for bringing your concerns to our attention. Your feedback is important in helping us improve our services.

FOR OFFICE USE ONLY:

Complaint Received By:	
Date Received:	
Complaint Reference Number:	
Action Taken:	