



## Policy 54, 2018

**Policy Title:** Citizen Concerns or Complaints

**Date Adopted:** January 9, 2018

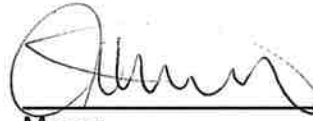
**Policy Purpose:** From time to time, the Town of Bentley may receive a complaint or concern from a citizen of Bentley, or the public at large, relating to matters of which the Town has jurisdiction and authority such as Town operations, by-laws, policies and procedures. This policy outlines the process for receiving and processing a complaint or concern.

**Policy Statement:** The Town of Bentley is committed to ensuring that any concern or complaint regarding civic matters is given consideration and is dealt with in a fair, open and timely manner.

1. The Town encourages citizens to submit their complaint or concern on one the forms attached to this policy. The form may be hand delivered, mailed or emailed to the Town.
2. Complaints or concerns must include the following information:
  - Name, address and contact numbers of the individual submitting the complaint or concern.
  - Description, location and date the complaint or concern arose
  - Signature of the individual submitting the complaint or concern
3. If the person making the complaint or concern is not able to complete the form, they can attend at the Town Office and a Staff member will assist them by completing the form on their behalf.
4. Complaints or concerns may be phoned into the Town Office and a Staff member will document the complaint or concern, on their behalf. The person making the complaint will need to provide their name, address and contact number.
5. When a complaint or concern is received, it will be forwarded to the applicable Town of Bentley department or agency for investigation and appropriate action.
6. The Town or its agency may follow up with the person making the complaint for additional information.
7. The person making the complaint will be advised of action taken.
8. Complaints will be dealt with confidentiality. Personal information will be used solely for the purposes relating to the complaint. Personal information will be released in limited circumstances authorized under Sections 17(2) and 4 of the Freedom of information and Protection of Privacy Act (FOIP)

  
Initial

8. Matters such as a complaint regarding a pothole, or the concern over an icy street or someone's garbage not being picked up on collection day, do not need to be documented on the form. A phone call or an email to the Town Office is sufficient for the Town to act.



Mayor



Chief Administrative Officer



deliver to the Town Office

## **Citizen Complaint/Concern/By-law Report** (Confidential)

This form represents a request to resolve a Complaint/Concern. In order for the Town to proceed with an investigation and follow-up or action of your complaint, you must provide your full name, current address and phone number along with your signature. (Anonymous complaints will not be accepted). Please explain fully, the details of the complaint/concern. If appropriate information is not provided, no action will be taken by the Town to investigate the complaint.

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Date: \_\_\_\_\_ Time: \_\_\_\_\_

### **COMPLAINANT INFORMATION:**

Name of Complainant: \_\_\_\_\_ Phone # \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Cell # \_\_\_\_\_

Civic Address: \_\_\_\_\_

### **COMPLAINT/CONCERN INFORMATION:**

Location of Offence (Civic Address) \_\_\_\_\_

Property Owner/Tenant Name (If Known) \_\_\_\_\_

NATURE OF COMPLAINT/CONCERN (Details) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Use reverse side if needed

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

**Should this complaint proceed to Court, you may be required to give evidence as a witness and your name and your filed complaint will become a matter of public record.**

**PERSONAL INFORMATION:** Complaints will be dealt with confidentiality. This information is being collected for the purpose of conducting an investigation under the authority of the Municipal Government Act and the Freedom of Information and Protection of Privacy Act. Personal information will be used solely for the purposes relating to the complaint. The information may be shared with applicable Town of Bentley departments and agencies for the purpose of initiating appropriate action. By providing this information, you have consented to its use for the above purpose. If you have any questions about the collection and use of the information, you may contact the Chief Administrative Officer

**For Office Use Only (to be filled out by Municipal Staff)**

Phoned In \_\_\_\_\_ Call taken by \_\_\_\_\_

Legal Address: Lot \_\_\_\_\_ Block \_\_\_\_\_ Plan \_\_\_\_\_ Roll # \_\_\_\_\_

Owner(s): \_\_\_\_\_

Address: \_\_\_\_\_

Telephone # \_\_\_\_\_ Cel # \_\_\_\_\_

**Follow Up:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



Town of Bentley Box 179, 4918 – 50<sup>th</sup> Avenue, Bentley, AB T0C 0J0

Phone: 403 748 4044 Fax: 403 748 3213

## Animal Control By-law Witness Statement

Offence Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Year Month Day Time

Witness Name: \_\_\_\_\_ Address: \_\_\_\_\_

Residence Telephone Number: \_\_\_\_\_ Business Telephone Number: \_\_\_\_\_

Can you identify the dog or cat? ☐ Yes ☐ No Breed: \_\_\_\_\_ Color: \_\_\_\_\_

Can you identify the dog or cat's owner? ☐ Yes ☐ No Owner's Name: \_\_\_\_\_

Owners Address: \_\_\_\_\_

Location of Occurrence: \_\_\_\_\_

Details of Occurrence: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Should this complaint go to court, you may be required to give evidence as a witness and your name and your filed complaint will become a matter of public record.**

Statement Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Witness Signature: \_\_\_\_\_  
Year Month Day

**PERSONAL INFORMATION:** this information is being collected for the purpose of conducting an Animal Control Enforcement Investigation and is collected under the authority of the Municipal Government Act and the Freedom of information and Protection of Privacy Act. The information may be shared with applicable Town of Bentley departments and agencies for the purpose of initiating appropriate action relative to this complaint. The collection of personal information on the complaint is authorized and protected under the Freedom of Information and Protection of Privacy Act. By providing this information, you have consented to its use for the above purposes. If you have questions about the collection and use of this information, you may contact the Animal Control Officer.