

**POLICY NO. 1/99**

**POLICY TITLE:** Complaints Procedure

**DATE ADOPTED:** April 27, 1999

**PURPOSE:** To provide a procedure for Councillors to deal with complaints which are not covered by the Municipal Government Act or local bylaw.  
  
To reduce the potential of Council liability and provide for the compilation of correct information so informed decisions can be made in the best interest of the community or parties involved.

**STATEMENT:** All complaints received or dealt with by the Administrative Office or Council of the Village of Bentley shall be held in the strictest of confidence.

All complaints to be dealt with by the Administrative Office or Council of the Village of Bentley shall be directed to the attention of the Chief Administrative Officer and/or Council in the following manner:

- a) in writing under the signature of the person(s) making the complaint; or
- b) by scheduled delegation of the person(s) making the complaint by attending a meeting of Village Council; or
- c) by telephone to the Administrative Officer or any Councillor and referred to the next meeting of Council.

**DEFINITION:** This policy does not supersede the authority of the Administration to deal with ongoing and/or everyday complaints which are already covered under local bylaw (i.e. dog control, unsightly premises, permits, etc.) or are part of the everyday operation of the municipality (i.e. potholes, weeds, etc.).

  
MAYOR

  
CHIEF ADMINISTRATIVE OFFICER