



## **SERVICE REQUEST/MUNICIPAL COMPLAINT POLICY**

### **General Government Policy #004**

#### **POLICY STATEMENT**

The Municipality of Boissevain-Morton is committed to providing a high level of service in an efficient and effective manner to all customers, ratepayers, visitors, and community members. The Municipality recognizes that concerns from the public are at times brought forward and dealt with informally, however not all concerns can be dealt with informally. This policy provides a consistent and uniform process to respond to service requests and/or municipal complaints raised by members of the public with a fair and accountable level of service delivery.

#### **PURPOSE**

This policy will allow community members to have their municipal concern or complaint reviewed by council and the administration in a manner that is fair, impartial, and respectful to all parties involved. This policy and its procedures will allow the Municipality to deal with such matters efficiently, effectively, and in a professional manner. Furthermore, the policy will assist the Municipality in continuing to provide excellent service to the public and will contribute to the continuous improvement of municipal operations.

#### **DEFINITIONS**

For the purpose of this policy, the definitions included are as follows:

**Complaint** – An expression of dissatisfaction related to operations, a municipal service or program, facility, or staff member, where a citizen believes that the Municipality has not provided a service experience to the customer’s satisfaction at the point of service delivery and a review of the matter is explicitly or implicitly expected

**Service Request** – The documentation process used by the Municipality for filing formal concerns or municipal complaints that are to be reviewed by Council and Administration. A service request form is the document used to file such matters, that describes the municipal concern/issue/complaint and once submitted to the Municipality, is reviewed by Administration and Council.

## SCOPE

This policy will supply the process for all service requests or municipal complaints received by the Municipality, whether received by Municipal staff, administration, or members of Council.

## PROCEDURES

1. Any individual wishing to submit a service request or municipal complaint will be advised by Municipal staff, Administration, and/or Council Members to fill out a Service Request form (available on the Municipality's website, or in-person at the Municipal Office). In the event in which the person filing the service request is unable to fill out the Service Request form, they may submit a description of the concern/complaint in writing and submit to the Municipal Office via mail to Box 490 Boissevain, MB R0K 0E0, in person at the Municipal Office at 420 South Railway St., or via e-mail to [admin@boissevain.ca](mailto:admin@boissevain.ca).
2. Once the service request form/letter has been submitted to the Municipality, the CAO will review the document and advise accordingly; the supervisor of the department to which the service request is applicable and will also notify Council that it has been received. The service request will then be included on Council's next upcoming meeting agenda (as possible), where the matter will be formally reviewed. In the case where the matter is internally related to a municipal staff member, the process will be handled by the CAO.
3. While the service request matter is the process of being processed/under review, it will remain confidential until the matter has been formally reviewed and resolved. All municipal staff, administration, and council members will use their utmost discretion in respect of the process and will maintain confidentiality.
4. Following review, the individual who filed the service request/municipal complaint will receive a response from the Municipality in regards to the matter and its review. The Municipality shall contact the individual within ten (10) business days following its review. In the case where the matter cannot be reviewed and/or resolved within ten (10) business days, the Municipality will contact the individual to provide them with an estimate of when a response will be provided.
5. The service request/municipal complaint will be kept on file by the Municipality and may be tracked to identify issues, trends, areas of concern, and opportunities for improvement.

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