

Rural Municipality of Lac Pelletier No. 107

COMPLAINT POLICY

Purpose:

The purpose of this Complaint Policy is to provide a transparent and systematic process for residents and ratepayers to express concerns or complaints about municipal services, decisions, or actions. This policy ensures that all complaints are handled fairly, promptly, and efficiently.

Scope:

This policy applies to all complaints submitted by ratepayers, businesses, and other ratepayers within the municipality. It covers complaints about municipal services, decisions made by municipal staff or council, and actions taken by the municipality. It does not cover complaints that fall under other policies or legal frameworks, such as those related to human rights violations or criminal activities.

Standards:

1. Submission of Complaint:

Complaints must be submitted in writing using the municipality's official complaint form, available at the municipal office or on the municipality's website.

The complaint form must include the complainant's contact information, a detailed description of the complaint, and any supporting documentation.

2. Acknowledgement of Complaint:

Upon receipt of the complaint, the municipality will acknowledge it within five business days providing the complainant with a reference number and an estimated timeline.

3. Investigation:

The complaint will be assigned to the appropriate department or staff member for investigation.

4. Resolution:

Based on the findings of the investigation, the municipality will take appropriate action to address the complaint. This may include corrective measures, policy changes, or other actions deemed necessary.

The complainant will be informed of the outcome of the investigation and any action taken within 30 business days of the complaint's submission.

5. Appeal:

If the complainant is not satisfied with the resolution, they may appeal the decision in writing to the Administrator within 10 business days of receiving the resolution notice.

Pertinent Legislation:

2. Federal Legislation:

2.1 Canadian Charter of Rights and Freedoms

This guarantees fundamental rights and freedoms, such as freedom of expression and the right to be treated equally under the law. This complaint policy should respect these rights.

2.2 Personal Information Protection and Electronic Documents Act (PIPEDA):

This governs the collection, use, and disclosure of personal information in the private sector. While PIPEDA mainly applies to private organizations, its principles can inform the handling of personal information within municipal complaints.

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3. Provincial Legislation:

3.1 The Saskatchewan Employment Act:

This governs employment standards, occupational health and safety and labour relations in Saskatchewan. Complaints related to municipal employment practices fall under this act.

3.2 The Local Authority Freedom of Information and Protection of Privacy Act (LA FOIP):

Governs the collection, use, and disclosure of personal information by local authorities, including municipalities. This act ensures that any personal information involved in complaints is handled with confidentiality and transparency.

3.3 The Municipalities Act:

This Act provides the legal framework for the operation of municipalities in Saskatchewan, including governance, administration, and the powers and duties of municipal councils and officials. The act also outlines procedures of handling complaints and disputes.

3.4 The Public Disclosure Act:

The act protects employees who disclose wrongdoing within municipal governments. It makes sure that employees can report concerns without fear of reprisal.

3.5 The Saskatchewan Human Rights Code:

This prohibits discrimination and promotes equality. Complaints involving discrimination or harassment should comply with the protections and procedures outlined in this code.

Conclusion:

The municipality is committed to maintaining an open and accountable process for handling complaints. By addressing concerns promptly and effectively, we aim to improve our services and foster trust and transparency within our community. All feedback is valued as it helps us to enhance the quality of life for our residents and stakeholders.

Complaint Policy – 2024 adopted by resolution of Council on August 8, 2024.

Reeve – Murray Spetz

Administrator – Sandra Krushelniski