

Town of Birch Hills

Policy for Registering Concerns

The Town of Birch Hills passed a policy effective May 27, 2019 that the Town will implement a policy for registering concerns.

This policy is intended to set out the generally accepted procedures for residents when reporting concerns or filing complaints with the Council or Staff. All concerns/complaints must be clearly identified and must fall within the ability of the Town of Birch Hills to deal with under the current Provincial Legislation. Any action requested or taken must be clear and transparent. Anonymous concerns/complaints will not be given consideration.

1. The Council of the Town of Birch Hills wishes to ensure concerns and complaints are handled in the most efficient manner possible.
2. Concerns or complaints will not be dealt with if they are anonymous. Staff is asked to ensure the complainant has identified themselves by name and provided contact information or no action can be taken.
3. Frequently some concerns received relate to matters that are already regulated by provincial legislation, Town of Birch Hill Bylaws or Town of Birch Hills Policies, so there is no need to take the matter to Council. The CAO and Town Staff respond to concerns and complaints on a prioritized basis.
4. Members of Council may hear a concern/complaint, but formal action will not be taken unless the concern/complaint is provided to the Town Office in writing in which case it will be identified and reviewed by Council then delegated to the appropriate staff member by the CAO.
5. Citizens should not be contacting town employees outside of regular working hours unless the matter is of an urgent nature.
6. A standard "Concern/Complaint and/or Request for Action" form will be available at the Town Office and individuals wishing to have a matter forwarded to Council must complete this form (Schedule "A"). Residents should be aware that legislation indicates no individual member of Council is in a position to act without the knowledge of the balance of the Town Council.

7. If the complainant is unwilling to provide a written request for action to the CAO or Council, the matter will not be dealt with.

POLICY EFFECTIVE May 27, 2019

Accepted as Policy by the Council of the Town of Birch Hills
Date: May 27, 2019

(Resolution 19-082 approved May 27, 2019)

**Schedule A
Town of Birch Hills
Concern/Complaint and/or Request for Action**

The Town has bylaws relating to animal control, noise, parking, nuisance, etc. Understanding that it is important for individuals to be clear with respect to the concerns raised relating to town bylaws or legislation, we would ask that you identify the type of concern and the time frame in which it occurred. No action will be taken unless a form is completed. It may be necessary to share this information with other individuals, Council or Enforcement Agencies.

Received by phone Delivered in Person Emailed/Mailed

Name: _____ Phone: _____

Address: _____

Please check applicable box(s)

- | | | |
|--|---------------------------------------|---|
| <input type="checkbox"/> Noise | <input type="checkbox"/> Animal | <input type="checkbox"/> Nuisance |
| <input type="checkbox"/> Parking | <input type="checkbox"/> Snow Removal | <input type="checkbox"/> Street Condition |
| <input type="checkbox"/> Other (specify) | | |

Date & Location of Infraction: _____

Concern: _____

Any Suggestions you may have: _____

Signature: _____ Today's Date: _____

**Schedule A
Town of Birch Hills**

For Office Use Only:

Date Concern Received: _____

Staff Member Receiving Concern: _____

Comments: _____

Action Taken _____

Signature of Staff Member: _____

Signature of Chief Administrative Officer: _____