

COMMUNICATIONS Policy

DATE APPROVED: November 3, 1994

EFFECTIVE DATE: November 4, 1994 REVISED: August 2013

1. The following is intended to clarify the role of the elected official and employees of the Town to ensure that all complaints, suggestions, and recommendations are received, identified, recorded and considered in an efficient, effective and timely manner.
2. The following sequence of events should be followed whenever possible.
3. An elected official upon receipt of a complaint, concern or recommendation should:
 - a) provide an explanation to the citizen; or
 - b) refer the citizen to the appropriate Department Head (or C.A.O.);
or
 - c) contact the appropriate Department Head (or C.A.O.) To advise of the concern.
4. Staff, upon receipt of a complaint, concern or suggestion from an elected official or citizen, will provide an appropriate response as soon as possible.
5. It is recognized that:
 - a) some complaints/concerns or suggestions may require research, viewing or investigation to confirm compliance with Council's decision or responsibility;
 - b) staff are not authorized to perform a task or otherwise provide a

product or service that is not in keeping with the role and responsibilities of the Department without prior approval of the C.A.O..

6. A Department Head who has received a complaint or suggestion from an elected official shall respond to the suggestion/complaint in writing (copy to the C.A.O.).
7. A Department Head who has received a verbal complaint/suggestion from a citizen may respond verbally, and in the absence of a specific request, may, at his/her discretion, provide a written response to the citizen with a copy to the C.A.O.
8. A Department Head , upon receipt of a complaint/suggestion from another staff member, will respond as in Item 7 above and, in addition, may consider the merit of the suggestion in relation to the Town's desire to acknowledge and record appropriate suggestions from its staff.
9. The Department Head will be responsible to:
 - a) maintain an appropriate log of all complaints/suggestions and recommendations; and
 - b) ensure that appropriate elected officials through the C.A.O. are advised and informed of the receipt and disposition of all relevant complaints/concerns and suggestions.