

Town of Yarmouth  
**COMPLAINTS POLICY**

Effective: November 3<sup>rd</sup>, 1994 – Amended: July 14<sup>th</sup>, 2022  
TOY 5



- 1.0** 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 appropriate and consistent.
- 2.0** The following sequence of events should be followed whenever possible.
- 3.0** 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 CAO); or
  - c. contact the appropriate Department Head (or CAO) to advise of the concern.
- 4.0** Staff, upon receipt of a complaint, concern or suggestion from an elected official or citizen, will provide an appropriate response as soon as possible.
- 5.0** It is recognized that:
  - a. some complaints/concerns or suggestions may require research, viewing or investigation
  - 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 CAO.
- 5.1** Any staff member receiving a verbal complaint or suggestion, should request the complaint or suggestion be sent in an email, or otherwise in writing, to ensure a record of the concern exists.
- 6.0** A Department Head who has received a complaint or suggestion from an elected official shall respond to the suggestion/complaint (copy to the CAO).
- 7.0** 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 CAO.
- 8.0** A Department Head, upon receipt of a complaint/suggestion from another staff member, will respond as in Item 7.0 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.
- 9.0** The Department Head will be responsible to:
  - a. ensure that the CAO is advised and informed of the receipt and disposition of all relevant complaints/concerns and suggestions.

**Clerk's Annotation for Official Policy Book**

Date of Adoption: November 3<sup>rd</sup>, 1994

Date of Amended Policy: August 2013

Date of Amended Policy: July 14<sup>th</sup>, 2022

I certify that this 'Complaints Policy' was adopted by Council as indicated above.

Town Clerk:

Date: