



Policy No. 1210

Complaint Forms Policy

CONTENTS

1. TITLE	3
2. POLICY STATEMENT	3
3. PURPOSE	3
4. SCOPE	3
5. OBJECTIVE	3
6. POLICY DETAILS	3-4
7. ROLES AND RESPONSIBILITIES	4
8. MONITORING, EVALUATION AND REVIEW	4
9. DEFINITIONS AND ABBREVIATIONS	5
10. ASSOCIATED DOCUMENTS	5-6

REVISION RECORD

Date	Version	Revision description
April 7 th 2011	1	Original Complaint Forms Policy
August 16 th 2011	2	Revised Complaint Forms Policy
August 8, 2016	3	Reviewed and Revised Complaint Forms Policy
January 26, 2017	4	Revisions to sections 2.1, 3.1, 6.1, 6.3, 6.4, 7.4, 7.5 & 10.1

1. TITLE:

1.1 Complaint Forms Policy

2. POLICY STATEMENT:

- 2.1 In order to ensure every person has an equal voice and that every complaint is addressed by the Village of Heisler, each person with a complaint must fill out and submit a COMPLAINT FORM to the Chief Administrative Officer.**

3. PURPOSE:

- 3.1 To ensure accountability exists within the Village of Heisler, every complaint brought to the attention of the Chief Administrative Officer will be asked to be submitted in writing on a COMPLAINT FORM, which will be brought to the attention of the applicable Village Enforcement Officer.**

4. SCOPE:

- 4.1 The scope of this policy includes all rate payers, the general public who have a complaint against another rate payer, or the Village, and the staff and Councillors within the Village of Heisler.**

5. OBJECTIVES:

- 5.1 The Objective of this policy is to ensure that the ideas presented in the Purpose of this Policy will be upheld.**

6. POLICY DETAILS:

- 6.1 When a rate payer has a problem with something within the Village of Heisler, which includes but is not limited to, another rate payer, a business, the Heisler Village Council, Administration Department and Public Works Department, they must complete, sign, and submit COMPLAINT FORM for the Village of Heisler to take action.**

- 6.2 If a rate payer wishes to fill out a COMPLAINT FORM they must provide the following information:**

6.2.1 Complainant name

6.2.2 Complainant address

- 6.2.3 Complainant phone number
- 6.2.4 Date of Offence
- 6.2.5 Time of Offence
- 6.2.6 Location of Offence
- 6.2.7 Description of Offence
- 6.2.8 Person doing the Offence (if known)
- 6.2.9 Address of the person doing the offence (if known)
- 6.2.10 Pertinent details

- 6.3 The Administration Department shall make the appropriate Village Enforcement Officer aware of the complaint by providing him/her a copy of the submitted complaint form.
- 6.4 The Village Enforcement Officer must refer to applicable Heisler bylaws and other relevant legislation for assistance upon forming a decision of what, if any, action will be taken with regards to the complaint. The Village Enforcement Officer will inform the Administration Department of what action was taken to address the complaint.

7. ROLES AND RESPONSIBILITIES:

- 7.1 It is the role of the Administration Department of the Village of Heisler to uphold this policy.
- 7.2 It is the role of the Administration Department of the Village of Heisler to administer the COMPLAINT FORM when a rate payer wishes to make a complaint about something within the Village of Heisler.
- 7.3 It is the responsibility of the complainant to return the signed COMPLAINT FORM completed to the best of their knowledge.
- 7.4 It is the role of the Administration Department of the Village of Heisler to make the Village Enforcement Officer aware of the complaint.
- 7.5 It is the responsibility of the Village Enforcement Officer to decide

what action will be taken after reviewing the COMPLAINT FORM.

8. MONITORING, EVALUATION AND REVIEW:

- 8.1 The monitoring, evaluation and review of this policy is the responsibility of the Administration Department of the Village of Heisler.

9. DEFINITIONS AND ABBREVIATIONS:

- 9.1 All Definitions are subject to those found within the Municipal Government Act Revised Statutes of Alberta 2000 Chapter M-26.

10. ASSOCIATED DOCUMENTS:

- 10.1 Attached to this document is the COMPLAINT FORM which must be signed and completed for any complaint to be administered to the applicable Village Enforcement Officer.

Council Approved: _____

Motion # _____

Responsibility: Administration

Next Review Date: January 26, 2022



Village of Heisler

Complaint Form

NOTE: Please include only the facts and details that you have actually witnessed.
It is important that you state a **SPECIFIC** time and date. Example: Sept 7, 20__ at 1:15 p.m.

DATE of Complaint: _____ **TIME:** _____

COMPLAINANT INFORMATION:

Name: _____ Civic Address: _____

Mailing Address: _____ Postal Code: _____

Phone: (Home) _____ (Cell) _____ (Work) _____

OFFENCE:

Date of Offence: _____ Time of Offence: _____

Location of Offence: _____ Address: _____

Property Owner/Tenant Name (if known): _____

Description: _____

DETAILS:

(Please use reverse side if needed)

Date Signed: _____ Signature: _____

NOTE: Anonymity will be maintained between the complainant and the alleged offender, except where necessary in a court of law. Should this matter proceed to Court, you may be required to give evidence as a witness and your name and your filed complaint will become a matter of public record.