

<b>Policy Manual</b>	Authority: Approved by Council	Type: Administration
	Effective date: October 14, 2021	Revised date: October 14, 2021
	Policy No. 200-13 Complaints/Concerns Received	

**R.M. of Browning No. 34**

**Policy No. 200-13 Complaints/Concerns Received**

**October 14, 2021**

**Complaints/Concerns Received**

1. Complaints and concerns may be received by any member of Council or Administration. Complaints and concerns that remain anonymous will not be accepted.
2. Complaints and concerns received must be recorded by whomever received them on the prescribed form attached to this Policy.
3. Complaints and concerns once received shall be brought into the office in a reasonable timeframe.
4. Administration shall open a case file for all complaints and concerns received. Administration will then evaluate the legitimacy of the complaint or concern and proceed according to legislation, bylaws, and policies.
5. In the event that Administration can not remediate the complaint or concern received, Administration will present the complaint or concern to Council. Administration shall take steps to keep the concern or complaint confidential and redact any personal information that is not relevant as per LAFOIP guidelines.
6. Council shall take appropriate action to remediate complaints and concerns presented to them.

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7. Once action has been taken for complaints and concerns, the case file will be considered closed and filed for future reference.

Document Revision History:

Document Title	Revision Date	Approved By
Policy No. 200-13 Complaints Received	October 14, 2021	Council