

**RURAL MUNICIPALITY OF PONASS LAKE NO. 367
BYLAW NO. 1/23**

M-11 (a)

A BYLAW TO ESTABLISH A PROCEDURE FOR FORMAL COMPLAINTS

The Council of the Rural Municipality of Ponass Lake No. 367 in the Province of Saskatchewan enacts as follows:

This bylaw shall be referred to as the "Formal Complaint Bylaw".

1. PURPOSE

- 1.1 The Rural Municipality of Ponass Lake No. 367 is committed to a consistent and efficient process to respond to complaints of the public. This policy establishes guidelines and standards in handling and resolving complaints made to the municipality in order to address concerns raised and improve services.

2. DEFINITIONS

- 2.1 For the purpose of this policy, the following terms and words shall have the following meanings:
- (a) **Complainant**– Shall mean the person who is dissatisfied and filing the complaint. Anyone who uses or is affected by the municipal services can make a complaint;
 - (b) **Complaint**– Shall be an expression of dissatisfaction or concern related to the Rural Municipality of Ponass Lake No. 367 programs, facilities, services, municipal employee(s) or operational procedures or under the Rural Municipality of Ponass Lake No. 367 bylaws or policies;
 - (c) **Enquiry** - Is defined as a request of information;
 - (d) **Feedback**- Input/suggestion that is neither positive nor negative;
 - (e) **Investigator**- A municipal employee, member of Council or other designated or authorized third party charged with investigating any part of the complaint;
 - (f) **Resolution**- The final stage of the complaint process in which the complaint is considered "closed" and resolved and complainant contacted in writing;
 - (g) **Service Request** – A request made to the Rural Municipality of Ponass Lake No. 367(RM) for a specific service. Examples include: requesting the RM to grade a road, report a diseased tree, report damage to municipal property. etc.

3. TYPES OF COMPLAINTS

- 3.1 This policy applies to complaints that are received from members of the general public. This policy **does not** address:
- a. Enquiries;
 - b. Requests for services;
 - c. Feedback;
 - d. Internal employee complaints; or
 - e. Matters that are handled by outside boards or agencies.

4. PROCEDURES

- 4.1 The RURAL MUNICIPALITY OF PONASS LAKE NO. 367 does not accept verbal or anonymous complaints.

A formal Complaint (Schedule A) must be in writing and filed by hand delivery, mail, fax or email. It shall include the following components:

- a. Contact details (including name, phone number, land location, mailing address) of the Complainant;
- b. Type of Complaint;
- c. Details of complaint (location, persons involved, resolution requested, enclosures, date complaint is regarding); and
- d. Complainant Signature and date submitted.

- 4.2 The personnel who receives the complaint will date and sign it received, log the complaint and assign a reference number to track it. Administration may contact the complainant in writing or through a phone call to request clarification about the complaint if needed.

- 4.3 All complaints will be forwarded to the Administrator. The Administrator will assess and forward the complaint to the appropriate investigator or department.

- 4.4 A resolution will be provided to the Complainant in writing within a reasonable amount of time. If a resolution cannot be provided within 30 days the Administrator shall contact the Complainant regarding the progress of their complaint, inform them of the delay, the reason for delay, and provide an estimation of time of completion.



The notice of resolution should consist of information such as:

- a. Overview of complaint;
- b. Details of how the investigation was conducted;
- c. Summary of the facts/outline of the findings;
- d. Identification of next steps;
- e. Suggestions of appropriate resolution along with the rationale supporting the proposed resolution;
- f. Information of appealing the resolution & appeal fee \$50.00; and
- g. Complaint Number.

5. MONITORING

The complaint must be tracked from its initial receipt to its resolution. This process is managed by the Administrator.

When action is taken on an already existing formal complaint, Administration will ensure that a record of this action is saved on the Complaint Tracking Form. All correspondence between the Rural Municipality of Ponass Lake No. 367 and the complainant must be documented.

6. PRIVACY

The personal information provided on the complaint form is collected under the authority of the *Local Authority Freedom of Information and Privacy Act (LAFOIP)*. The information provided will be used to investigate the complaint internally and potentially with third-parties for the purpose of investigation, as well as enforcement under municipal provincial or federal laws and regulations, and used for contact purposes.

7. RECORDS MANAGEMENT

Upon resolution, the complaint shall be deemed resolved/closed and the investigator will transfer all physical and electronic documents pertaining to the complaint to the Administrator who will maintain the records according to the Records Retention Schedule. No records or copies shall be kept by any employee or investigator.

8. APPEAL

Upon resolution, the complainant has the right to appeal within 30 days of the resolution. Any appeal shall be made in writing referencing the original complaint number and the reasons for appeal. The appeal fee of \$50.00 shall accompany the appeal. The appeal fee may be waived or refunded by authorization of the Council or by the Administrator upon withdrawal of an appeal prior to the first scheduled meeting at which the appeal will be addressed. Appeals shall be brought to the Administrator and shall be brought to a meeting of the Council. The Council shall receive all of the original details/files on the complaint. Appellants must be prepared to come before Council in person at a date and time to be scheduled. If the appellant misses the scheduled meeting or is unable to attend the meeting within 30 days of filing the appeal, the appeal will be closed and no further appeal shall be made or accepted. Resolutions of the Council regarding an appeal shall be considered binding.

Once the appeal is deemed resolved/closed, the investigator will transfer all physical and electronic documents pertaining to the appeal to the Administrator who will maintain the records according to the Records Retention Schedule. No records or copies shall be kept by any employee or investigator.

9. COME INTO FORCE

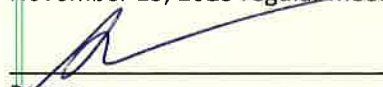

This bylaw 1/23 shall come into force this 15th day of November, 2023.




Reeve

Administrator

Certified a true copy of Bylaw No. 1/23
adopted by resolution of Council at the
November 15, 2023 regular meeting of Council.


Reeve

Administrator



SCHEDULE A

RURAL MUNICIPALITY OF PONASS LAKE NO. 367

COMPLAINT FORM

The Rural Municipality of Ponass Lake No. 367 has a policy for receiving and handling complaints from anyone who may be dissatisfied with services, actions or lack of action by the Rural Municipal Council or employees, or has a complaint under any policy or bylaw of the municipality. Only formal complaints will be followed up on. Please complete this form to file a formal complaint.

Complainant Contact Details:

Name: _____ Email Address: _____
(Considered the promptest way we can communicate with you.)

Mailing Address: _____ Land Location: _____

Phone Number: _____

Complaint Type

- ☐ Access of Services
- ☐ Facilities
- ☐ Process or Procedure
- ☐ Bylaw/Policy Enforcement
- ☐ Programs
- ☐ Staff Conduct
- ☐ Timelines of Service
- ☐ Other

Summary of Complaint

Please record the information on what happened, who was involved, dates and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper.

Service area/location or address of problem:

Persons Involved:

List of enclosures (examples: documentations, photographs, etc)

Details of Complaint:

Complainant

Date

The personal information you choose to provide on this form is collected under *Local Authority Freedom of Information and Privacy Act (LAFOIP)*. The information you provide will be used to investigate the complaint internally and potentially with third-parties for purposes of investigation, as well as enforcement under municipal, provincial, or federal laws and regulations, and used for contact purposes.



For office use only:

Date complaint Received

Receiver Initials

Tracking Number

Department: Personnel:	Investigation: <div>SignatureDate</div>
Department: Personnel:	Investigation: <div>SignatureDate</div>
Department: Personnel:	Investigation: <div>SignatureDate</div>
Date Complainant Notified of Resolution:	Complainant notified by: Format (Phone calls must be followed up with by letter)

APPEAL: Brought to Council at meeting date:

APPEAL: Resolution of Council:

Date Complainant Notified of Resolution:	Complainant notified by: Format (Phone calls must be followed up with by letter)
--	---

Notes:

✓

JP