

<b>Hamlet of Parkview in the RM of Marquis 191</b>			
<b>Policy Title</b> Complaint Policy		<b>Adopted By</b> Hamlet of Parkview Board of Directors	<b>Policy No.</b> 05-2024
<b>Authority</b> Hamlet of Parkview Board of Directors	<b>Jurisdiction</b> RM of Marquis 191	<b>Effective Date:</b> June 15, 2024	<b>Revision Date:</b> January 23, 2025
<b>Directors at Time of Revisions:</b> Leona Messer, chair Ron Ackerman, vice chair Lynne Guick, secretary			

**PREAMBLE:** This policy provides a mechanism to receive complaints, and resolve issues relating to hamlet services and operations. The board does not deal with decisions made by the RM of Marquis or matters deemed unlawful.

**PURPOSE:** The purpose is to recognize the importance of public input and welcome complaints as valuable forms of feedback from the public. The policy provides the public with an avenue for submitting complaints and provides the OH with consistent practices for handling complaints. The information gained helps the OH improve the quality of services and operations within the hamlet.

**CONSIDERATIONS TO REMEMBER BEFORE FILING A COMPLAINT:** Complaints must be current and should be filed within seven (7) days of the occurrence.

**DEFINITIONS**

- Claim* - Request for compensation for damages (i.e. property).
- Complainant* - A member of the public who is dissatisfied and is filing the complaint.
- Complaint* - An expression that something is wrong or not good enough.
- Formal Complaint* - a complaint that sets out the facts and reasons that the complainant believes are sufficient to support the complaint being filed.

***Frivolous Complaint*** - a complaint that has no serious purpose or value, which may have little merit and be trivial; investigating would be out of proportion to the seriousness of the issues complained about.

***Vexatious Complaint*** - a complaint without merit, which intends to cause inconvenience, harassment, annoyance or expense to the OH.

***OH*** - the Organized Hamlet of Parkview Board of Directors or the Hamlet of Parkview.

***Request for Service*** - Request for a specific service to be completed by the OH that is not regularly scheduled. Samples of request for services may include but are not limited to:

- Reporting damages to the playground;
- Asking for a pothole to be filled;
- Reporting a missing street sign;
- A disruption to garbage/recycling service;

***Resolution*** - A firm decision as to what will be done or what won't be done.

## **POLICY PROCEDURE**

### **5(a)Emergencies**

If your complaint requires immediate attention please contact an OH board member or RM of Marquis for assistance. A written complaint may still be required.

### **5(b)Request for Service Submissions**

A service request should include the following:

- ❖ The service being requested;
- ❖ Physical location of service request;
- ❖ Details related to service request;
- ❖ Photos or videos related to service request;
- ❖ Your name and contact information;

Requests for Service must be emailed to [boardofdirectors@hamletofparkview.com](mailto:boardofdirectors@hamletofparkview.com).

### **5(c)Complaint submissions**

A complaint should include the following:

- ❖ Details of what happened;
- ❖ Physical location of incident;
- ❖ Date and time of incident;
- ❖ Involved parties;
- ❖ Witness statements and information;

- ❖ Photo or video evidence;
- ❖ Resolution being sought;
- ❖ Your name and contact information;

Complaints must be emailed to [boardofdirectors@hamletofparkview.com](mailto:boardofdirectors@hamletofparkview.com).

#### **5(d) Acknowledgement of Receipt**

The OH will acknowledge the receipt of the complaint or request for service within five (5) business days.

#### **5(e) Complaint Investigation Process**

The complainant understands that once the complaint has been received that any information contained in the complaint may be shared with the OH board, OH volunteers, the RM of Marquis council and its personnel and possibly third parties to allow for a proper investigation.

- Complaints that do not require an investigation will be immediately addressed by the chair or the appointed director of complaints.
- Complaints may be reviewed by:
  - Conducting interviews or audits;
  - Consulting policy, bylaws, legislation, current practices, or board minutes;
  - Interviewing individuals who have knowledge of the complaint;
  - Identifying the facts;
  - Reviewing evidence;
  - Identifying actions taken to address the complaint;

#### **5(f) Resolution for Complaints and Request for Services**

Complainants and Request for Services will receive a written resolution within thirty (30) business days.

- A resolution for complainants may contain:
  - An overview of complaint;
  - Details of how the investigation was conducted;
  - Summary of the facts; this may include a physical addresses
  - Identification of the next steps;
  - Suggestions for a resolution along with the rationale supporting the proposed resolution;
- If an investigation finds the complaint to be frivolous and/or vexatious the complainant will be notified of such findings and the complaint will be closed.
- In circumstances where a property complaint has *not* been filed by the legal property owner or the property owner's legally appointed power of attorney, the

complainant *may* be notified that the board cannot address the complaint with them citing confidentiality.

#### **5(g) Record Keeping**

The OH will keep a record of the complaint and resolution for seven (7) years. A copy will be sent to RM of Marquis to be kept with the Hamlet of Parkview records. .

#### **5(h) Complaint Appeal Process**

Complainants dissatisfied with the resolution may contact the RM citing their reason for appeal. The RM has the authority to consider whether the process was fair, transparent, and in accordance with the applicable policies, bylaws and standards set by the Saskatchewan Government, Hamlet of Parkview, and RM of Marquis.

#### **5(i) Privacy**

Complaints brought forward will be dealt with in a confidential manner according to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Information will be collected, used and disclosed in accordance with MIFIPPA. The complainant should be aware that certain circumstances may indirectly identify them during an investigation, for example a street address.