



Procedure Title: **Complaint Process**

Procedure No.: **1021-01**

Approval: **CAO**

Effective Date: **July 15, 2009**

Supersedes Procedure No.:

1. Preamble

- 1.1 Mountain View County is committed to ensuring that any complaints are dealt with in a fair and open manner.
- 1.2 Currently complaints to the County are generated in different formats. They may be written (letter, email) they may be verbal. The complaints will not always go directly to the individual or group that is responsible for addressing the complaints.
- 1.3 These procedures will provide a mechanism to track complaints and ensure that complaints are dealt with in a fair and open manner within a reasonable time frame.

2. Procedures

- 2.1 All complaints received by the County will be recorded in writing on either the Complaint Form attached to this procedure as Appendix "A" or the Action Request Form for Operations as Appendix "B".
- 2.2 The Complaint Form and Action Request Form will be available as an electronic template on the County's computer system.
- 2.3 When a complaint is received by the County Office, the Complaint will be sent to the Administrative Assistant or Administrative Support of the appropriate department who will complete the Complaint Form and forward the complaint electronically to the designated Administrative Support in Planning and Development or Community Services who will enter the complaint into the CityView Program and to the Director of that department for handling.
- 2.4 All complaints received by the County will be recorded on CityView except for the complaints the Community Peace Officers which must be recorded on a separate data base as per the Solicitor General's Department.

Although CityView at the present time can only track property related complaints, it is capable of accepting all complaints, generate an initial letter to the complainant and advise the complainant to who the complaint has been forwarded to for review.

This will be handled by City View Software.

3. Time Frame

- 3.1 County staff will respond to complaints within a two week time period from the time a complaint is received.

4. Freedom of Information and Protection of Privacy

- 4.1 When responding to a complaint the respondent shall take into account the protection of personal information about the complainant, offender, or any other person.

5. Confidentiality

- 5.1 All complaints will be treated as confidential, unless authorization is given by the complainant to release his or her identity.
- 5.2 Despite section 5.1 the complainant shall provide all of the information required on the complaint form including the complainants name and contact information.
- 5.3 Anonymous complaints will not be accepted.

6. Complaint Forms

- 6.1 Complaint Forms will be available on the County Web Page or from the County Office in the event a complainant wishes to make a written complaint.
- 6.2 Complaints will only be considered as a valid complaint once the complainant has provided all of the information required on the forms contained in Appendix "A" and Appendix "B".

End of Procedure

Approved: July 15, 2009