



Policy #1021

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Policy Title: Complaint Process

Policy No.: 1021

Approval: County Council

Effective Date: July 15, 2009

Supersedes Policy No.:

Policy Statement: Mountain View County (Council) will establish a process for the handling of complaints received by the County.

Purpose: The purpose of this policy is to establish a procedure to be followed in addressing complaints.

- Principles:**
1. That all complaints received by the County are reviewed and responded to.
 2. That all complaints be treated in a consistent and fair manner.
 3. Adequate information is received to properly and thoroughly process a complaint.
 4. Written records of complaints will be available for future reference.
 5. Anonymous complaints will not be accepted.

End of Policy

Approved: July 15, 2009