



Town of Happy Valley-Goose Bay  
Policy Statement

<b>Index: Administration</b>		<b>Policy Number: A0008</b>
<b>Approved Date: November 28, 2023</b>	<b>Effective Date: November 28, 23</b>	<b>Revision Date: November 28, 2023</b>
<b>Authority: 13th Council of the Town of Happy Valley-Goose Bay</b>		<b>Page 1 of 2</b>

**Topic: PROCESS AND RECORD OF COMPLAINTS**

**Policy Statement:**

1. Committees and Council will not consider complaints against individual residents or properties, or any complaints related to Town services, facilities, personnel, etc. as Council actions but will refer and consider those complaints through the "Process and Record of Complaints" policy.
2. Incoming complaints via telephone calls, in person, e-mail, or fax shall be entered onto the complaint's website or cellphone application **AccessE11** by either a resident or a Town employee.
3. The complaint intake form shall be completed with required fields including but not limited to: Name, Civic Address, Telephone Number, and E-Mail Address of the Complainant, Date and Time Received, Name of the Employee Taking the Complaint, Description of the Complaint, and the Department to Which it is Related.
4. Complaints on **AccessE11** will automatically be sent via email to the applicable Manager and Department Head for action. They shall review the complaint, assign resources to address the complaint as required and provide an update on **AccessE11**. The complainant will automatically receive updates on the reported issue via **AccessE11** email. The complaint will remain open until the Manager or Department Head closes the complaint online or on the cellphone app.



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**Topic: PROCESS AND RECORD OF COMPLAINTS Continued**

**Policy Statement:**

5. The Chief Administrative Officer or their designate shall complete a Case Summary Report for each monthly Council Committee Meeting. A copy of this report shall be filed with the minutes of each Council Committee Meeting.
6. In the absence of the Chief Administrative Office the Case Summary Report shall be completed by each Department Head for the applicable Committee Meeting(s).

IN WITNESS WHEREOF, this policy is sealed under the Common Seal of the Town of Happy Valley-Goose Bay

Mayor, George Andrews

CAO, Nadine MacAulay