



Town of Happy Valley-Goose Bay  
Policy Statement

<b>Index: Administration</b>		<b>Policy Number: A0008</b>	
<b>Approved Date: October 30, 2000</b>	<b>Effective Date: October 30, 2000</b>	<b>Revision Date: December 17, 2013</b>	
<b>Authority: 11<sup>th</sup> 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 initial complaints against individual residents or properties as Council actions, but will refer and consider those complaints through the "Process and Record of Complaints" policy.
2. Forms shall be completed for all incoming complaints via telephone calls, in person, E-Mails and faxes.
3. Forms shall be in numeric and in four (4) parts.
4. Forms shall be completed with Name, Civic Address, Telephone Number of the person making the complaint, Date and Time of the complaint, the Name of Employee taking the complaint, a description of the complaint, Department it applies to, and Date/Time/Whom the complaint was reported to.
5. The first three (3) copies of the complaint form is to be given to the Department Head for action. He/She shall complete the form by including Time and Date Crew notified, Date Action was taken, a description of the Action taken, whether it is permanent or temporary and requires further action and the Signature of Employee responding to the complaint and the Supervisor for that Department after complaint has been actioned. The first two copies are to be kept by the Department Head. The third (3rd) copy, after complaint is actioned, shall be returned to the Town Office for filing. This Copy is to be filed attached to the Town Office Copy. The fourth (4th) copy of the complaint form is to be filed numerically in the complaint file at the Town Office.



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

**Policy Statement:**

6. The Town Clerk or his/her designate shall complete a Complaint Report Summary for each monthly Council Committee Meeting. A copy of this report shall be filed with complaint forms attached in their appropriate file.
7. In the absence of the Town Clerk the Complaint Report Summary shall be completed by the Town Manager and/or the Accounts Receivable Supervisor.
8. Whoever made the complaint shall be advised of action taken by the Department Head.

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

  
Mayer, Jamie Snook

  
Town Clerk, Hayward Broomfield