



## **TOWNSHIP OF FARADAY COMPLAINT POLICY**

### **ROLE OF COUNCIL**

The role of Council is to develop general policies and directives on how to enforce the issues, and Policy shall be set by By-Law.

All complaints shall be in writing and signed by the complainant.

All complaints shall remain confidential, including the complainant's name.

Council shall not get involved in individual enforcement issues but can receive confidential status reports on an issue, for their information only, through a Notice of Motion in Closed/In Camera Session.

It is understood a complainant cannot seek a remedy by calling a Council member(s). The Council member shall direct the complainant to provide a written, signed complaint letter addressed to the Clerk marked "Confidential" to the Municipal Office, to ensure compliance with Legislation and Policies; and advise the complainant this is an enforcement issue which, as a Councillor he/she cannot be involved with. The complaint shall be lodged at the Municipal Office and the Complaint Procedure followed.

### **ROLE OF MUNICIPAL OFFICER AND STAFF**

Complaints and enforcement shall be exercised at the Clerk's discretion and in the best interest of the Municipality, when following Legislation and Policy. This shall include the granting of extensions, if deemed necessary.

All complaints received will be followed through by the Clerk to ensure compliance with the Complaint and Operational Policy, established by the Clerk, if applicable. If an complaint letter/email is addressed to Council, the Clerk will circulate a copy to Council in the next Closed/In Camera Council Agenda for information purposes only. Anyone – including but not limited to Township of Faraday taxpayers and visitors – can lodge a complaint. To lodge a complaint, the complainant is required to provide their name as Staff cannot act on 'hearsay'; however the complainant's name will be kept confidential.

Township Municipal Officers and Staff will treat the complainant's personal information as confidential, including the complainant's name; and all complainants and property owners shall be treated with respect and courtesy.

**NOTE:** If upon completion of the complaint process the complainants are not satisfied with the recommendations of Staff the complainants have the right to appeal their case to an OPEN meeting of Council