

<b>Brandon and Area Planning District POLICY AND PROCEDURE MANUAL</b>		<b>POLICY INDEX NO:</b> ADMIN - 01
	<b>ADOPTED BY:</b> BAPD Board	
	<b>DATE:</b> August 4, 2016	
<b>TITLE:</b> Respond to Complaints		<b>DATE LAST REVIEWED BY MGMT or BOARD</b> August 4, 2016

**1. SUBJECT**

Expectations and guidelines on responding to both internal and external complaints.

**2. PURPOSE**

The purpose of this policy is to provide guidelines for Staff (referring to district staff and all staff providing service under a service agreement) to process and to prioritize complaints filing by both internal and external customers in order to maintain the level of service while managing the existing workload. This policy is put in place to afford staff the opportunity to respond to complaints within a reasonable timeframe more efficiently and effectively, and, at the same time, to best utilize valuable and limited resources by creating clear expectations for both staff and the public.

There is a wide array of issues that can lead to a complaint being filed. This policy intends to help the District respond to complaints and prioritize issues that are deemed hazardous to public health, life and safety and/or contravene By-laws as per Sect. 3Cii. The policy does not provide procedural information on how to process complaints.

**3. POLICY**

- A. This policy applies to complaints filed through the District.
- B. Priority will be given only to those complaints that are deemed a threat to the public's health, life and safety.
- C. No enforcement action will be taken unless the complaint meet the following criteria:
  - i. To avoid hearsay, all complaints must be filed in writing. No verbal complaints via telephone or in person will constitute formal complaints.
  - ii. All complaints filed against a property must pertain to the relevant section(s) in either a District By-law or a District Members' Zoning By-Laws, Building By-Laws, Building Safety and Property Standards By-laws, or Vacant and Derelict Building By-Laws.
  - iii. An Order or incident report must accompany any complaint(s) filed by internal departments.

- D. Documentation or evidence may be required from the complainants in order to substantiate the complaints.

#### Procedures/Responsibilities

##### Staff

- In order to take formal action, or to investigate a complaint, a staff member must require the complainant to file the complaint in writing, either using the complaint form online, in writing or through electronic messages.
- A staff member must ensure the written complaint to include the following items:
  - i. complainant's name, address and contact information
  - ii. the nature of the complaint
  - iii. the address of the property in question

If there is a concern from the complainant on the release of personal information to the public, staff should explain that all disclosure of information filed with the District will be subject to compliance with the Freedom of Information and Protection of Privacy Act (FIPPA).
- A staff who first receives the complaint must acknowledge upon receipt of the written complaint by contacting the complainant within 24 business hours, and to collect any missing information on the written complaint at that time.
- The intent to not accept a verbal complaint is to avoid hearsay and to eliminate potential frivolous complaints being filed through the District; however, staff must exercise sound judgment to determine whether or not the complaint is legitimate, and most importantly, whether the issues as identified in the complaints pose any threats to the health, life and safety of the general public prior to dismissing the verbal complaint.
- Depending on the nature of the complaints, staff may require a meeting with the complainant in order to better understand the nature of the complaint prior to further actions. Due to lack of sufficient information, the department may dismiss the complaint should the complainant refuses to meet in person.
- All Complaints received for properties located in the RM of Cornwallis and the RM of Elton, or in regards to a District By-law, will be copied to the Executive Director who will monitor/coordinate the process of resolving the complaint.
- Upon receipt of a formal complaint, staff should communicate with the appropriate staff members including, but not limited to, the Police, Fire and Sanitation departments and Elton and Cornwallis Municipal offices to make sure the same complaint has not been filed through another department, and to make sure there are no outstanding issues on the property in question.
- If the staff is unsure about which department should be involved in handling the complaint, or believe multiple departments may need to be involved, the staff should contact the department(s) first to confirm prior to forwarding the complaint and its incident report to the other department(s).
- If a complaint should be transferred to another Municipality or City of Brandon department, please follow the preferences below:

Rural Municipality of Cornwallis

Forward the complaint and the incident report through electronic mail to the Chief Administrative Officer at [info@gov.cornwallis.mb.ca](mailto:info@gov.cornwallis.mb.ca)

Rural Municipality of Elton

Forward the complaint and the incident report through electronic mail to the Chief Administrative Officer at [info@elton.ca](mailto:info@elton.ca)

City of Brandon Sanitation Department

Forward the complaint and the incident report through electronic mail to the Sanitation administration at [sanitation@brandon.ca](mailto:sanitation@brandon.ca), and copy the Director in the message.

City of Brandon Fire Department

Forward the complaint and the incident report through electronic mail to the Fire Prevention Officer.

The following information should be included in the incident report:

- 1) Name and contact number of complainant
- 2) Date of complaint
- 3) Specifics of the complaint - basement suite, possible boarding house etc.

City of Brandon Police Department

Forward the complaint and the incident report through electronic mail to the internal email address for the Police Department. (Confidential email [by-law@brandon.ca](mailto:by-law@brandon.ca))

Supervisors

- Ensure all staff are aware of the Respond to Complaint Policy.
  - Ensure the consistent application of the Respond to Complaint Policy.
  - Maintain expectation of respond time and respond etiquette of all staff.
  - Support staff in executing the Policy.
  - Monitor the Policy and makes changes to the Policy as necessary in order to improve upon process efficiency.
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- Where there is any conflict between the policies and procedures adopted by Brandon and Area Planning District and the policies and procedures set forth in a statute of the Provincial and Federal Government, the collective agreement of the Provincial or Federal statute shall supersede such other policies or procedures.



## COMPLAINT

File No. \_\_\_\_\_

Complaint No. \_\_\_\_\_

### Complainant

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone No. \_\_\_\_\_

### Complaint in Conjunction With:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Legal: \_\_\_\_\_

Phone No.: \_\_\_\_\_

### NATURE OF COMPLAINT

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Taken By: \_\_\_\_\_ Date: \_\_\_\_\_

Referred to: \_\_\_\_\_ Date: \_\_\_\_\_

Referred By: \_\_\_\_\_

Action Taken \_\_\_\_\_ Date: \_\_\_\_\_

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