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|  | CITY OF LACOMBE COUNCIL POLICY | |
| | CITIZEN REQUEST AND RESPONSE POLICY | |
| | Directive Number: | 11/152.01 2017PO |
| | Effective By: | June 12, 2017 |
| | Rescinds: | 12/211.09 (02) IP , 11/152.01 (09) |
| | Review Frequency: | Every 3 years |
| | Responsible Department: | Office of the CAO |
| | Reference: | |

PURPOSE OF THE POLICY

The purpose of this policy is to outline the City's resolution process regarding requests to address inquiries or complaints raised by the public, including but not limited to, City employees, activities, programs, services, and facilities, excluding Lacombe Police Service and Peace Officers.

POLICY STATEMENT

The City of Lacombe is committed to ensuring that any inquiry or complaint regarding civic affairs is given consideration and is dealt with in a fair, open and timely manner. Any complaint against a City employee(s) will be considered in a professional manner and take into account the protection of personal information of the employee(s). Members of the Public who submit an inquiry or complaint will receive a written response. The City has the right to reject complaints deemed to be frivolous or vexatious.

APPLICABILITY

This policy and procedure applies to the Inquirer, City Administration and members of Council regarding complaints and inquiries, or requests for action or a decision received by the City of Lacombe.

DEFINITIONS & ABBREVIATIONS (AS NEEDED)

- "Inquiry" means concerns, requests for action or decision, or inquiry raised by the public or other entity that are addressed to City Council.
- "Inquirer" means the individual or corporation raising the concern or inquiry.
- "Designated City Official" (Designate) means the City employee assigned the responsibility of addressing and responding to a complaint.
- "Employee" means all employees of the City of Lacombe excluding Peace Officers, police officers governed by the Police Act, and The Lacombe Police Service.
- "Frivolous or Vexatious" means the complaint is initiated with malicious intent or is part of a pattern of conduct by the complainant that amounts to an abuse of the formal Citizen's Inquiry, Request and Response Policy.

RESPONSIBILITIES

Inquirer

- All complaints or inquiries must be submitted in writing either by e-mail or paper form and will be included in the Council Mailbox (a public document attached to the Council Agenda).
- All complaints, inquiries, or requests must include:

- Name, address and contact numbers of the Inquirer; the name of the Inquirer will become public information
- Brief description and date that concern arose
- Any requested action
- Signature of the Inquirer
- Given the public nature of council and committee meetings, an individual writing to Council may have a reasonable expectation that their correspondence, including their personal information, could be disclosed at a public council or committee meeting

Chief Administrative Officer (CAO) or Designate

- Written complaints involving City employees will be handled internally by the CAO.
- The CAO will determine if further investigation or action is to be taken.
- Should the CAO determine that a complaint or inquiry will not be investigated the inquirer will be advised of the reason for the decision.
- A written response will be provided within 30 days of the receipt of complaint or inquiry.
- The CAO in consultation with the Mayor has authority to approve exceptions to the policy (if applicable).
- The CAO may reject a complaint if it is determined to be frivolous or vexatious.

Members of Council

- Members of Council at their discretion may submit written complaints to the CAO for investigation.
- Under section 197 of the *Municipal Government Act (MGA)*, meetings of a council or a council committee must be conducted in public, except where there is authority to hold the meetings in the absence of the public. Section 197 (2) of the MGA authorizes Council to close all or part of their meetings to the public if a matter to be discussed is within one of the exceptions to disclosure continued in Division 2 of Part 1 of the FOIP Act. One of the exceptions includes disclosures of personal information that would be an unreasonable invasion of privacy (section 17 (1)). Any motion arising from those discussions must then be voted upon in public.
- Under section 198 of the MGA, the public has a right to be present at council and committee meetings that are conducted in public. Given the public nature of council and committee meetings, an individual writing to a councillor or to the administration of a municipality may have a reasonable expectation that their correspondence, including their personal information, could be disclosed at a public council or committee meeting.

Original Signed

Mayor

June 12, 2017

Approval Date
(MMMM/DD/YYYY)

Original Signed

Chief Administrative Officer

June 12, 2017

Approval Date
(MMMM/DD/YYYY)