



REQUEST FOR INFORMATION & RESPONSE POLICY

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| Policy Number: | 12.152.01 2025ADP |
| Policy Review: | Every 5 Years or upon Legislative Change |
| Policy Owner (Dept.): | Legislative Services |
| Reference(s): | |

1. PURPOSE OF POLICY

- 1.1. To outline the City’s resolution process for addressing complaints, inquiries, or requests for information raised by the Requestor. This includes, but is not limited to, matters related to City staff, activities, programs, services, and facilities, excluding the Lacombe Police Service staff.

2. POLICY STATEMENT

- 2.1. The City of Lacombe is committed to ensuring that any complaint, inquiry, or request for information regarding civic affairs is given fair, open, and timely consideration. Complaints against City Staff will be handled professionally, with attention to the protecting the Staffs’ personal information. Members of the public who submit a complaint, inquiry, or request for information will receive an email response or see action taken. The City reserves the right to determine an inquiry as confidential or reject complaints deemed frivolous or vexatious.

3. APPLICABILITY

- 3.1. This policy and procedure apply to the Requestor and City Administration regarding complaints, inquiries, requests for action, or decisions established by the City of Lacombe.
- 3.2. This Policy comes into effect upon approval of the Chief Administrative Officer.

4. DEFINITIONS AND ABBREVIATIONS

- 4.1. **CAO** – the City of Lacombe’s Chief Administrative Officer
- 4.2. **City** – the City of Lacombe
- 4.3. **Council** - the City of Lacombe elected officials.
- 4.4. **Director** - the City's Director of each Division
- 4.5. **Frivolous or Vexatious** - means the complaint, Inquiry, or RFI is initiated with malicious intent or is part of a pattern of conduct by the Requestor that amounts to an abuse of this Policy
- 4.6. **Inquiry** - means concerns, requests for action or decision, or questions raised by a Requestor and addressed to City Council
- 4.7. **Managers and Supervisors** – means the Manager/Supervisor of each City Department.



- 4.8. **Requestor** - means the individual, Council Member or organization raising the complaint, inquiry, or RFI.
- 4.9. **RFI** (Requests for Information) - means a complaint, inquiry, or question submitted by a Requestor or member of Council regarding civic affairs, matters related to City Staffs operational activities, programs, services, or facilities.
- 4.10. **Staff** – regular full-time, regular part-time, temporary full-time, and casual employees, as well as any individual retained by the City acting on the City’s behalf, excluding the Lacombe Police Service.

5. ROLES AND RESPONSIBILITIES

5.1. Chief Administrative Officer

- 5.1.1. Approve this Policy.
- 5.1.2. Ensure staff compliance with this Policy.
- 5.1.3. Determine if an RFI is confidential and distribute the response accordingly.
- 5.1.4. Determine if further investigation or action is to be taken.
- 5.1.5. Inform the Requestor if a complaint or inquiry will not be investigated, with reasons for the decision.
- 5.1.6. Provide a written response within 30 days of receiving a complaint or inquiry.
- 5.1.7. Approve exceptions to this Policy
- 5.1.8. Reject complaints, inquiries, or RFIs deemed frivolous or vexatious.

5.2. Directors

- 5.2.1. To support compliance with the terms of this policy.
- 5.2.2. Provide a direct response at the CAO’s direction.
- 5.2.3. To take action at the CAO’s direction

5.3. Managers and Supervisors

- 5.3.1. To support compliance with the terms of this policy.
- 5.3.2. Provide a direct response at the CAO’s direction.
- 5.3.3. Follow the practices outlined in this Policy

5.4. Staff/s

- 5.4.1. Comply with this Policy.

ADMINISTRATIVE POLICY



5.4.2. Follow the practices outlined in this Policy and take action at their Manager's or Supervisor's direction.

5.5. Requestor

5.5.1. Submit complaints, inquiries, and requests using the City's online form, email, or paper form, and include their:

5.5.1.1. Name, address, email, and contact numbers.

- Note that the name of the Requestor will become public if an RFI is created and published.

5.5.1.2. Brief description and date of the concern.

5.5.1.3. Any requested action.

6. POLICY DETAILS

6.1. All complaints, inquiries, and requests for information will receive a response through an RFI response, Department Manager response, or action taken.

6.2. All RFI responses will be emailed to the Requestor with a copy emailed to all members of Council and published on the City website unless deemed confidential.

6.3. The CAO will determine if an RFI is confidential and distribute the response accordingly to:

6.3.1. Council Only

6.3.2. Council and Senior Administration

6.3.3. Council, Senior Administration, and Managers

6.4. Written complaints involving City Staff will be handled internally by the CAO.

6.5. The CAO will determine if further investigation or action is to be taken.

6.6. The CAO will inform the Requestor if a complaint or inquiry will not be investigated and provide reasons for the decision.

6.7. The City will provide a written response within 30 days of receiving a complaint or inquiry.

6.8. The CAO may reject complaints, inquiries, or RFIs if deemed frivolous or vexatious.

6.9. 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 with the exception of section 16(1) or 17 of the Freedom of Information Protection and Privacy Act (FOIP).

6.9.1. This policy does not apply to requests under the FOIP Act.

ADMINISTRATIVE POLICY



7. END OF POLICY

Original Signed _____
Signature of CAO

January 30, 2025 _____
Date

POLICY RECORD

Approval and Amendment History

| Date of Approval | Description |
|------------------|--------------------|
| January 27, 2025 | Approval of Policy |
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Review History

| Date of Policy Owner's Review | Description/Action Taken or Required |
|-------------------------------|---|
| 2025 | Reviewed and replaced Council policies 11.152.01 2017PO Citizen Request Response and 26.201.01 2010PO Public Complaint with new Administrative Policy |