



POLICY – AD 01

SERVICE STANDARDS

APPROVAL DATE:	2005-09-26	CROSS-REFERENCE:	
RESPONSIBILITY:	Administration		
APPROVER:	Council	APPENDICES:	
REVISION DATE (s):	2001-08-17; 2005-07-03; 2018-06-25; 2021-12-13	REVIEW DATE:	2025

POLICY STATEMENT

To establish the process by which administration handles requests, inquiries and/or complaints.

OBJECTIVE

To outline the way in which information is received and communicated to Council as it relates to Resident requests, inquiries and/or complaints.

DEFINITIONS

CAO is the Chief Administrative Officer for the Village of Marwayne in the Province of Alberta.

Employee is a full-time permanent Employee of the Village of Marwayne in the Province of Alberta.

Resident is a person residing within the municipal boundary of the Village of Marwayne.



Village is the Village of Marwayne in the Province of Alberta.

GUIDING PRINCIPLES

- Requests, inquiries and/or complaints from Residents should always be directed to the Village administration office. This includes any requests, inquiries and/or complaints made to field staff and/or Councillors.
- Village administration is committed to responding to requests and inquiries in a timely manner.
- Complaints, both formal and informal, shall be dealt with on a case by case basis in accordance with all Village bylaws and policies. Should the matter not be resolved administratively, administration will bring the complaint to Council's attention for review, input and/or decision, as the case may be.
- Bylaw contraventions must be dealt in accordance with the enforcement provisions of the respective bylaw.
- Requests and inquiries are addressed only during regular business hours. Staff is not to be contacted at home during their personal time unless it is an emergency or safety sensitive situation.
- Any correspondence forwarded to the Village administration office addressed to the Mayor and/or Council will be opened and processed by administration on Council's behalf. Communication of any such correspondence will be presented at the next Council meeting.
- The Village does not respond to anonymous complaints. All complaints must be from an individual who is willing to provide their name and contact information. This information is protected under the Freedom of Information and Protection of Privacy Act and is only utilized for the purposes of conducting an investigation into the complaint. Contact names and numbers are never shared with the person or entity who is the subject matter of the complaint.
- The Village does not tolerate abusive behavior from anyone. Ignorant, threatening or otherwise unwanted behavior is not acceptable and the Village retains the right to refuse service to any Resident whom, in administration's opinion, is acting or speaking in a disrespectful manner. Such instances will be brought forward to Council and documented accordingly.



ROLES & RESPONSIBILITIES

ROLE/TASK	TITLE (s) OF PERSON RESPONSIBLE
HANDLING INQUIRIES & COMMUNICATING POLICY	Chief Administrative Officer
MONITORING REVIEWS AND REVISIONS	Administrative Assistant

EXEMPTIONS

Upon request, Residents are permitted to address Council regarding an appeal of an administrative process. The rules governing such appeals are as outlined in the Villages policies, bylaws and the Municipal Government Act, as amended from time to time.