


Function: Administration - 05
Department: Administrative - 050
Policy No.:004



Complaints – Correspondence/Verbal

Effective Date: September 19, 2019
Review Date: September 30, 2024
Cancel: Policy 243-3 Complaints – Correspondence/Verbal
Resolution #: 530-2019

CAO Signature: 

Purpose: Procedures to follow when receiving either written or verbal complaints.

Guidelines:

1. Written Complaints/Correspondence/Email

- a) All incoming mail (paper) to be date stamped ‘received’ by the receptionist, regardless of how it is received, and forwarded to the County Manager,
- b) All email complaints about personnel (through www.lzac.ca) to be forwarded to the:
 - Manager of the department;
 - General Manager of the department; and
 - County Manager.
- c) All email complaints about General Managers (through www.lzac.ca) to be forwarded to the:
 - General Manager complaint is about; and
 - County Manager.
- d) All email complaints about County Manager (through www.lzac.ca) to be forwarded to the:
 - County Manager;
 - Reeve; and
 - Deputy Reeve.
- e) All complaints will be investigated, and a response will be provided to the complainant by the County Manager or designate.

2. Verbal Complaints

- a) All verbal complaints shall be directed to the supervisor of the staff member the complaint is about, with the supervisor providing the County Manager with a written report of the complaint,
- b) The supervisor will investigate complaint and provide a written response to the complainant, with a copy to the County Manager.

3. Requirement

- a) At all times, complainant must provide full name and contact information to be received as valid; otherwise, the complaint will become invalid.