

Complaint/Damage Policy

Introduction:

In an effort to better serve our residents, the Town of St. Anthony has established a standard format for dealing with all complaints that arise in its Municipality.

Only complaints received and signed will be reviewed and dealt with by Council, all other complaints will be disregarded.

Procedures:

An individual wishing to make a complaint will now be required to complete the attached form and forward to the Town of St. Anthony. All complaints will be forwarded to the appropriate committee of council and then sent to Council for a decision and action. This information will be documented on the form until such time as the matter has been concluded to the benefit of Council.

In addition, if a complaint, is considered to be of a severe nature, Council may request a face to face meeting prior to any action or decision being made

Complaint/Damage Form

Note: Form must be completed and signed before the Town will deal with any complaint.

Name: _____ Address: _____ _____ Tel: _____
Nature of Complaint: <input type="checkbox"/> Private Property <input type="checkbox"/> Town Property <input type="checkbox"/> Staffing <input type="checkbox"/> Council <input type="checkbox"/> Pest <input type="checkbox"/> Infrastructure <input type="checkbox"/> Fire <input type="checkbox"/> Parks and Recreation <input type="checkbox"/> Economic Development <input type="checkbox"/> Taxation <input type="checkbox"/> Other Details: _____ _____ _____
Signature: _____ Complaint Receiver: _____ Date Received: _____

<u>OFFICE USE ONLY</u>	
Action / Dated: _____	

Completion/Solution/Resolution/Council Decision (Motion) / Dated:	

File #: _____	Date Closed: _____