



TOWN OF MARSHALL

POLICY # 1603

No# _____

POLICY

Title: Concerned Resident Policy

EFFECTIVE DATE: December 14, 2021

AMENDED:

POLICY STATEMENT:

That the Town of Marshall is committed to addressing resident concerns in a timely and efficient manner. The intention of this policy is to streamline concerns through use of a standardized form ensuring that all concerns are documented in the same fashion and treated with the same level of importance.

GUIDELINES:

This Policy is meant to address concerns brought forth by the general public. It is not intended for use in dealing with any of the following:

- Inquires;
- Request for Service;
- Feedback;
- Issues addressed by legislation, ie: *The Municipalities Act*, Bylaws and Policies & Procedures;
- Internal Employee complaints; or
- Matters handled by tribunals, court of law, quasi-judicial boards etc.

The Town of Marshall does not accept verbal or anonymous concerns. Only formal concerns will be followed upon; the concerns must be in writing and submitted using form "A", attached hereto or form on the Town of Marshall website at www.townofmarshall.ca

PROCEDURES:

Concern is Voiced:

1. Town residents who have a concern shall bring it to the attention of the Administrator. It is the responsibility of the Administrator to:
 - hear the concern;
 - address the concern at the frontline and, where appropriate, resolve the concern;
 - where the concern is beyond the Administrator's scope of duty the Administrator shall:

- inform the resident that the concern must be escalated to Council through the formal process and complete the following step:
 - a) supply the resident with a copy of the "Concerned Resident Policy including Form "A"; and request the concerned party complete and return Form "A".
 - b) concerned resident can be placed on the agenda to be a delegate at the next regular meeting of Council.

Completion of Form "A":

2. It is the responsibility of the concerned resident to complete Form "A" and return to the Administrator by mail, email, fax or in person.

Acceptance of Form "A":

3. Upon receipt of Form "A", Town Administrator will complete the Form by filling in the appropriate boxes on the bottom of Form "A". *For Office Use Only Box*
4. Forms will then be reviewed by the Town Administrator and further information may be requested from the concerned individual, or other involved parties, to ensure the form is complete and all relevant information collected.

Presentation to Council:

5. Town Administrator is responsible for adding the concern to the agenda of the next regular meeting of Council.

Note: the concern must be received prior to the deadline for adding items to the agenda as stated in the Town of Marshall **Council Procedure Bylaw.**

6. Council will review the concern and either:
 - a) Come to a decision as to how best to address the concern and pass a motion to that effect; or
 - b) Request further information from the Administrator, the concerned resident, or other involved parties.

The concern will then be re-addressed at the next regular meeting of Council, or as soon as practicable following receipt of the further request of information.

Follow-up:

7. In a situation where a concern is unable to be fully addressed at the same Council meeting at which it was presented, the Administrator will keep in contact with the concerned resident as progress is made toward rectifying the concern.
8. Once Council determines how best to address the concern, a written reply will be sent to the concerned individual(s) outlining what actions has been, or will be, taken to resolve the concern.

