

POLICY NO. 1, 2023
VILLAGE OF ANNAHEIM
POLICY FOR REGISTERING CONCERNS

The Village of Annaheim passed a policy effective February 17, 2023 that the Village will implement a policy for registering concerns.

This policy is intended to set out the generally accepted procedures for residents when reporting concerns or filing complaints with the Council or Staff. All concerns/complaints must be clearly identified and must fall within the ability of the Village of Annaheim to deal with under the current Provincial Legislation. Any action requested or taken must be clear and transparent. Anonymous concerns/complaints will not be given consideration.

1. The council of the Village of Annaheim wishes to ensure concerns and complaints are handled in the most efficient manner possible.
2. Concerns or complaints will not be dealt with if they are anonymous. Staff is asked to ensure the complainant has identified themselves by name and provided contact information or no action can be taken.
3. Frequently some concerns received relate to matters that are already regulated by provincial legislation, Village of Annaheim Bylaws or Village of Annaheim Policies, so there is no need to take the matter to Council. The CAO and Village Staff respond to concerns and complaints on a prioritized basis.
4. Members of Council may hear a concern/complaint, but formal action will not be taken unless the concern/complaint is provided to the Village Office in writing in which case it will be identified and reviewed by council then delegated to the appropriate staff member by the CAO.
5. A standard "Concern/Complaint and/or Request for Action" form will be available at the Village Office and individuals wishing to have a matter forwarded to Council must complete this form (Schedule "A"). Residents shall be aware that legislation indicates no individual member of Council is in a position to act without the knowledge of the balance of the Village Council.

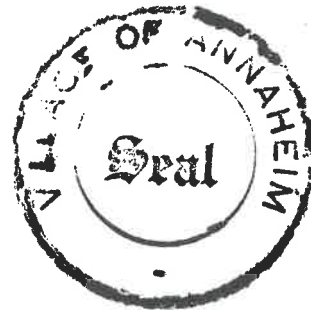
6. If the complainant is unwilling to provide a written request for action to the CAO or Council, the matter will not be dealt with.

POLICY EFFECTIVE: February 17, 2023

Accepted a Policy by the Council of the Village of Annaheim

Date: February 17, 2023

Resolution: No. 33/23 Approved Renee Peake



SCHEDULE A
VILLAGE OF ANNAHEIM
CONCERN/COMPLAINT AND/OR REQUEST FOR ACTION

ALL FIELDS ARE REQUIRED TO BE COMPLETED. INCOMPLETE FORMS WILL NOT BE ACCEPTED.

Name of Complainant: _____

Mailing & Civic Address of Complainant:

Phone Number: _____ Date of Incident: _____

Particulars of Complaint: _____

Statement made this _____ day of _____, 20__

Signature of Complainant

For Office Use Only:

Date Concern Received: _____

Staff Member Receiving Concern: _____

Action Taken: _____

Date Complete: _____ Signature: _____