

## TOWN OF BANCROFT

### RATEPAYER COMPLAINT POLICY

**POLICY NO. :** RATEPAYER COMPLAINT PROCEDURES

**APPROVED DATE:** JUNE 24, 2008  
**RESOLUTION NO. 92-2008**

**Purpose:**

To affirm the Town's policy in responding to ratepayer concerns/complaints.

**Policy:**

1. Office Procedure – During Regular Office Hours

Office staff maintains a written complaint record that describes the nature of the complaint and the action taken. The complaint record is then copied to the appropriate department for corrective action and/or response to the ratepayer. Once the complaint has been resolved, the completed record is filed in a binder at the Municipal Office. The record is open and available for inspection.

2. Procedure – After Hours and Weekends

The Town employs an after hours answering service. Upon receipt of a call, a short description of the concern/complaint is recorded and the caller's telephone number is recorded. The operator contacts the on-call person. The on-call person returns the telephone call of the original caller to review the concern/complaint and to acknowledge receipt of the call. The on-call person tells the original caller the action that will be taken and when it will be taken. The on-call person records what has taken place. The Supervisor reviews the record and determines if further action is required and if the C.A.O. and/or Council need to be informed.

All calls received by the after hours answering service are also sent by email to the municipal office.