



<b>Thank Policy</b>	<b>Complaints/ Concerns/ Request Policy</b>	Effective Date: July 22, 2025
<b>Policy Number: AD-01</b>		Approval Date: July 22, 2025
Policy Area: Administration		Council Resolution No.: 204/2025
Policy Section:		Replaces Policy: NEW
No. of Pages: 4		

## **POLICY STATEMENT**

The Municipality receives a variety of complaints, concerns, and/or requests each year - for a wide array of concerns. To appropriately address and prioritize complaints, implementation of a complaints policy has been established.

## **PURPOSE**

The purpose of this policy is to provide guidelines for municipal staff & municipal members regarding how complaints/concerns/requests are filed/dealt with through the municipality. This policy will enable the municipality to prioritize and maintain a high level of service, while avoiding unfounded information.

## **POLICY**

All complaints/concerns/requests must be in written format and signed. This can be via the complaint/concerns/requests form, in written form, or electronic. Information required includes:

- Complainant's name, address, and telephone number.
- Nature of complaint/concern/request.
- Address of property in question (if applicable).

Should further information be required, staff will contact the complainant. Depending on the nature of the complaint(s), a meeting (in person or telephone) may be required prior to proceeding.

Ratepayers have the right to request to be a delegate at a council meeting to discuss any concerns/complaints/requests. Ratepayers choosing to attend a council meeting, will be required to complete a delegate form, as per the Procedure By-law.

Note: Some items may require policy discussion by the entire municipal council. This may require placement on the agenda for the next council meeting. In these situations, the municipality will strive to address any change in policy within 30 days of initial contact



## **PROCEDURES**

1. Complaint(s)/ Concern(s)/ Request(s) are to be issued in writing. This can be through the complaint/concern/request form (appendix "A") or alternate (i.e., handwritten, typed, emailed) written and signed form. Details required are as noted above.
2. Once a complaint/concern/request has been received in writing, it will be reviewed by the CAO. The CAO will determine if the complaint can be dealt with at the administrative level, referred to alternate department, or if it will be escalated to council for policy decision(s) to be made.
3. In all cases, written complaints will be shared with council, regardless of whether they are dealt with at the administrative level, alternate department, or council level.
4. All completed forms will be added to the agenda for the following meeting, to ensure council is fully aware of all concerns.



Municipality of Brenda-Waskada  
Box 40, 33 Railway Avenue Waskada, MB R0M 2E0  
Telephone: 204-673-2401 Email: [office@brendawaskada.ca](mailto:office@brendawaskada.ca)

APPENDIX A

**COMPLAINT/CONCERN/REQUEST FORM**

Date: Click or tap to enter a date.

**Complainant:**

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Roll #: \_\_\_\_\_

Does this complaint involve another person(s)?

Yes  No

If yes, please advise who it is against:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone # \_\_\_\_\_ Roll #: \_\_\_\_\_

**Nature of Complaint:**


(Additional room available on back of form, if required)

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Received By

