

# VILLAGE OF ROSALIND

OFFICE OF THE SECRETARY-TREASURER

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**Name:** COMPLAINT POLCIY

**Policy:** #14-2019-COMPLAINTS

**Department:** Village of Rosalind

**Responsibility:** Administration

**Date:** August 7, 2019

**Purpose:**

The purpose of the policy is to provide guidance to council and administration when a complaint is being issued to the Village.

The following protocol has been adopted by the Village of Rosalind:

RES 140-19

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Residents and business owners can issue a complaint in person or phone or email.

A proper Complaint Form must be filled out and filed or not action will be taken.

A complaint must have value based on a bylaw within the Village of Rosalind – if we do not have a bylaw for the complaint, then the complaint may belong to another governing level.

Complaint will be submitted to council for advisement.

All complaints remain anonymous.

