



Policy Title Complaint Policy	Date: October 26, 2018	Resolution No. 1751/18
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PURPOSE

When receiving complaints within the Summer Village, this policy will help guide the process on how to formally deal with the complaint.

DEFINITIONS:

“Complainant” means the person who made a complaint.

“Complaine” means the person who is being complained about.

GENERAL:

1. Municipal Enforcement Complaints:

- a. Complaints in relation to a violation of a Summer Village Bylaw.
- b. Complainant will complete the form by clicking on the “Municipal Enforcement Complaint” link on the Summer Village website.
- c. Peace Officer will receive the complaint and proceed as applicable.

2. General Complaints:

- a. Complaint in relation to general activities or thing, not covered under a Summer Village Bylaw.
- b. Complainant will complete the form by clicking on the “General Complaint Form” link on the Summer Village website.
 - i. All sections of the form to be filled out by the Complainant, including the signature line, which may be signed electronically.
 - ii. By submitting the form, the Complainant understands they must appear before Council, either in person or electronically, to further discuss their complaint otherwise the complaint is void.
 - iii. Administration will inform the Complaine of the complaint and invite them to appear before Council, either in person or electronically, as well.
 - iv. Administration will take any action required at the request of Council.

General Complaint Form Enclosed.

GENERAL COMPLAINT FORM



Date of Complaint: _____ Time: _____

Name of Complainant: _____

Municipal Address of Complainant: _____

Complainant Phone Number: _____

Details: _____

Complainant Signature: _____

Please Note: By submitting this form to the Summer Village office, you agree to appear before Council, either in person or electronically, to discuss the nature of your complaint. If you cannot appear before Council, this complaint will be void. The Complainee will be notified of this complaint and will be invited to appear before Council. No action will be taken until the complaint is brought before Council, as per Policy.

To submit this form, please email information@sylvansummervillages.ca or mail/drop off at: Summer Village Administration, Bay 8 14 Thevenaz Industrial Trail, Sylvan Lake, AB T4S 2J5.

For Office Use Only

Council Resolution:
