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	Policy No. 200-7	

Town of Lampman
 Complaint and Concerns Procedures
 Policy No. 200-7
 December 8, 2021

Complaint and Concerns Procedures

1. The Town of Lampman will only consider and act on official complaints or concerns to which the resident or ratepayer will sign their name to the complaint or concern.
2. Any official complaint or concern shall be presented to the office in a reasonable time frame and be addressed as such in a reasonable time frame.
3. The following attached process chart, "Appendix A", will be followed for any official complaint/concern received. ***If the same complaint/concern repeatedly occurs within a (six) 6-month time frame, the process will be fast tracked with only one warning letter given before action is taken accordingly.***
4. In the event that administration cannot remedy the situation with the process chart, administration shall present the complaint/concern to council.
5. Administration will follow all LAFOIP guidelines to keep all personal information confidential. Council then will make the appropriate decision for remedial actions to resolve the complaint/concern to the best of their abilities.
6. Once compliance or remedial actions have been taken to address the complaint or concern, the file will be considered closed and filed for future reference.

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