

**Town of Osler**  
**POLICIES**

TITLE: **POLICY FOR REGISTERING CONCERNS**

EFFECTIVE DATE: **JULY 26, 2011**

POLICY NUMBER: **OSL.28**

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**Purpose of Policy:**

This policy is intended to set out the generally accepted procedures for residents when reporting concerns or filing complaints with Council or Staff. All concerns/complaints must be clearly identified and must fall within the ability of the Town of Osler to deal with under the current Provincial Legislation. Any action requested or taken must be clear and transparent. Anonymous concerns/complaints will not be given consideration.

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**Policy Statements**

1. The Council of the Town of Osler wishes to ensure concerns and complaints are handled in the most efficient manner possible.
2. Concerns or complaints will not be dealt with if they are anonymous. Staff is asked to ensure the complainant has identified themselves by name and provided contact information or no action can be taken.
3. Frequently concerns relate to matters that are already regulated by provincial legislation, Town of Osler Bylaws or Town of Osler Policies so there is no need to take the matter to Council. The CAO and Town Staff respond to concerns and complaints on a prioritized basis.
4. Members of Council may hear a concern/complaint but action will not be taken unless the concern/complaint is provided to the Town Office in writing in which case it will be delegated to the appropriate staff member by the CAO or designate unless it clearly requires further direction from Council.
5. Citizens should not be contacting town employees outside of regular working hours unless the matter is of an urgent nature.
6. It is recommended, by Council, that the guidelines set out on Schedule "A" attached be provided to the residents via the Town of Osler Website and by posters in the Town Bulletin Boards and that these Guidelines be followed by Council, staff and the citizens of our community.
7. A standard "Concern/Complaint and Request for Action" will be available at the Town Office and individuals wishing to have a matter forwarded to Council must complete this form (Schedule "B"). Residents should be aware that legislation indicates no individual member of Council is in a position to act without the knowledge of the balance of the Town Council.
8. It is important to ensure that members of the public are aware of legislation, bylaws or policies that may relate to the matter at hand. Initial action will be to confirm that all parties are aware of this information by providing copies of appropriate bylaws or policies.

9. If the complainant is unwilling to provide a written request for action to the CAO or Council, it will be assumed that the matter is not a priority.

**Accepted as Policy by the Council of the Town of Osler**  
**Date: July 26, 2011**

**Amended by the Council of the Town of Osler**  
**Date:**

## **Schedule A Town of Osler Policy OSL.28**

### ***Guidelines for Residents of Osler in Reporting Concerns***

Our Town employees are dedicated to serving the needs of the people of Osler.

That said... calls to Town employees outside of regular business hours should not be occurring unless the concern is an emergency. Please refer to the guidelines outlined below for the procedures for reporting a concern you may have in the Town of Osler.

1. a) For issues requiring action by the Town of Osler (administration, public works, or maintenance workers) please notify the Administration Staff in person or by phone (239-2155), during office hours(8:30 am - 4:00 pm weekdays), or; fax (239-2194) or email [info@townofosler.com](mailto:info@townofosler.com) anytime.  
b) Issues will be handled by the Town of Osler on a prioritized basis.  
c) Concerns brought to the attention of the Chief Administrative Officer and requiring Council action must be presented in written form with an explanation of expected resolution of the concern and signed by the individual(s) bringing the concern forward.  
d) Concerns should not be brought to the attention of the Mayor, Town Councilors, or Town Maintenance personnel if action is expected. Conversation on an issue will be noted; however, action on a concern requires those concerns be registered with the Town's Administrative Staff, in writing, before any action can be initiated.  
e) The Chief Administrative Officer must be aware of anything that affects the Town; therefore, it is imperative that all issues be brought to his/her attention first, so action can be initiated in the most efficient and organized manner.
2. a) In the case of an EMERGENCY situation, where immediate action is required for a concern arising that may involve a risk to a person or to property within the Town of Osler, it is then appropriate to contact any staff member or elected official to address the situation at any time.  
b) Before contacting any Town employee after hours, please first consider if the situation is actually an emergency, or if it can be handled during regular office hours.  
c) In the case of a matter that requires POLICE, FIRE or Emergency Medical Services (EMS), always call **9-1-1**.

***With the co-operation and diligence of Osler citizens, the Town staff and elected officials can continue to provide the best service possible for the operation of the Town.***

## Schedule B Town of Osler Policy OSL.28

The Town has bylaws relating to animal control, noise, parking, nuisance, etc. Understanding that it is important for individuals to be clear with respect to the concerns raised relating to town bylaws or legislation, we would ask that you identify the type of concern and the time frame in which it occurred. No action will be taken unless a form is completed. It may be necessary to share this information with other individuals, Council or Enforcement Agencies.

Received by phone     Delivered in Person     Emailed / Mailed

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

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

*Please check applicable box(s)*

Noise                       Animal                       Nuisance  
 Parking                       Snow Removal               Street Condition  
 Other (Specify)

Date & Location of Infraction: \_\_\_\_\_

\_\_\_\_\_

Concern: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any Suggestions you may have: \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

**Schedule B  
Town of Osler  
Policy OSL.28**

***For Office Use Only:***

Date Concern Received: \_\_\_\_\_

Staff Member Receiving Concern: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Action Taken \_\_\_\_\_

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Signature of Staff Member: \_\_\_\_\_

Signature of Chief Administrative Officer: \_\_\_\_\_