



Rural Municipality of Excel No. 71

PUBLIC COMPLAINT FORM

Things to think about before making a complaint:

- *Is the complaint about the R.M.'s quality of service, denial of service or conduct of employees, administrator or members of council?*
- *Is the complaint about the R.M.'s policies and procedures or the failure of the R.M. to apply its operational policies or procedures?*
- *Was the issue raised directly with the involved employee, administrator or member of council?*
- *Any information you give us will be kept confidential except where it involves interactions with the involved employee, administrator or member of council.*

The complaint will only be accepted if this form is signed and dated by the person making the complaint. If the complaint is an organization, a signing officer representing the organization must sign and date the Complaint Form.

Complainant contact information:

Full Name: _____

Name of Organization (if applicable): _____

Address: _____

Home Phone Number: _____

Work Phone Number: _____

Fax Number: _____

Email Address: _____

Note: Your contact information will be kept confidential. Please tell us if you have any concerns receiving calls or emails from us.

Information about your complaint:

1. Is the complaint about an Outside Employee, Council Member, or Administration? If so, please provide their name.

2. Is the complaint about a:
 - a) Service of the Municipality?
 - b) Policy of the Municipality
 - c) Procedure of the Municipality?

3. Please describe the complaint in your own words and describe what happened, where and when it occurred and the names of any witnesses.

4. How would you like to resolve this complaint?

5. List and attach any supporting documents you think we should know about.
Do not send originals.

Privacy:

I understand that:

1. The complaint that I have submitted and all documents I have provided will be shared with the Municipality's employee, Administration or Member of Council to allow him/her to respond to the complaint, unless the disclosure breaches the confidentiality of neutral third parties in which case the provisions of *The Freedom of Information and Protection of Privacy Act* will need to be addressed; and
2. The Rural Municipality of Excel No. 71 may disclose relevant documents to the parties in its possession.

I agree that documents I obtain from the Rural Municipality of Excel No. 71 during the course of the investigation of this complaint will be used only for the purpose of this complaint and that any other use is prohibited.

Signature

Date