

	CIVIC WORKS COMPLAINT RESPONSE POLICY	
	Policy Number: CW-002	
	Section: Operations	Resolution No.: 3-3-16
	Amended by:	Effective Date: 2016 02 09

Policy Statement:

It is the policy of Council to maintain a record of Civic works complaints received and corresponding action taken.

Policy Background:

Residents of Salmo generally report civic works related problems by calling the Village office to notify staff about a problem. Complaints received at the office are referred to the Civic Works Foreman for appropriate action. Records of such complaints and the response taken have not been maintained.

Policy Goal:

It is the goal of this policy to maintain detailed records of complaints received relating to civic works problems and action taken in response.

Policy Objectives:

- For the purpose of this policy, the term “Civic Works Complaint” shall include complaints about failures, defects, or other anomalies relating to water, sewer, drainage, roads, sidewalks, buildings, or parks.
- Complaints received at the Village administration or the Civic works office shall be recorded on a “Civic Works Complaint & Response” form as per attached schedule “A”.
- Employees receiving a civic works complaint outside regular working hours shall note the required information, take appropriate action if the matter is of an urgent nature, and complete a “Civic Works Complaint & Response” form on the next working day.
- Complaints that fall within the parameters of the “Salmo Water Emergency Plan” shall be dealt with pursuant to that Plan’s procedures.
- The Civic Works Foreman, or the employee acting on behalf of the foreman, shall record the action taken in response to the complaint and return the form to the Village office.
- Completed “Civic Works Complaint & Response” forms shall be recorded and retained by the Village not less than two, and not more than three calendar years.
- When a problem is referred to the Administrator by the Civic Works Foreman for further action, the Administrator, or the employee acting on the Administrator’s behalf, shall prepare a report on the issue to Council for consideration at the next scheduled regular meeting of Council.
- The information in all fields of the “Civic Works Complaint & Response” form shall be provided by the person responsible.

Initially approved at meeting #35-04 on December 14, 2004.

Renumbered and confirmed on July 22, 2015 (Former Policy #2300)

Renumbered on February 9th, 2016 (Former Policy #CW-002 RES #R4-722-15)



THE VILLAGE OF SALMO

Policy #CW-002 – Schedule “A”

Civic Works Complaint & Response Form

Complaint Received:

From: _____ **Address:** _____

Date: _____ **Time:** _____

Problem: _____

Received by: _____

Action Taken:

Notice received: **Date:** _____ **Time:** _____

Condition found: _____

Action taken: _____

Date & Time of action taken: _____

Problem corrected? Yes / No

Further action required: _____

Referred to Administrator: Date: _____

Completed by: _____