

<b>Hamlet of Parkview in the RM of Marquis 191</b>		
<b>Policy Title:</b>  <b>Complaint and Service Request Policy</b>	<b>Policy No.</b>  05-2024	
<b>Authority</b> Hamlet of Parkview Board of Directors	<b>Date of Inception:</b>  June 9, 2024	<b>Revision Date:</b>  January 20, 2026
<b>Directors at Time of Inceptions:</b> Leona Messer, chair Tyson Gader, vice chair Lynne Guick, secretary	<b>Directors at Time of Revisions</b> Leona Messer, chair Ron Ackerman, vice chair Lynne Guick, secretary	

**PREAMBLE:** The objective of this policy is to acknowledge the significance of public input and to accept complaints as valuable forms of public feedback.

**PURPOSE:** This policy institutes a formal, consistent procedure for the OH to receive and address submissions from the public, specifically concerning complaints and requests for service.

**PREREQUISITES PRIOR TO INITIATING A COMPLAINT:** A complaint must pertain to current matters and shall be submitted within thirty (30) days of the event occurrence. The OH will not address historical practices, secondhand accounts, speculative situations, or claims for damages that lack proof and/or have not been filed within thirty (30) days of the damage occurring. Complaints received by the RM shall be redirected to the OH to address.

**DEFINITIONS**

- Claim** - Request for compensation for property damages.
- Complainant** - Shall refer to anyone who files a complaint or service request.
- Complaint** - An expression that something is wrong or not good enough. Anyone who uses or is affected by Hamlet services can make a complaint or request services.
- Discretion** - Shall mean the freedom to decide what should be done when addressing matters pertaining to this policy.
- Emergency** - A dangerous or serious event that happens suddenly or unexpectedly and requires fast action in order to avoid harmful results.

**LAFOIPP** - Shall refer to the Local Authority Freedom of Information and Protection of Privacy Act.

**Formal Complaint** - a complaint that sets out the facts and reasons that the complainant believes are sufficient to support the complaint being filed.

**Frivolous Complaint** - a complaint that has no serious purpose or value, which may have little merit and be trivial; investigating would be out of proportion to the seriousness of the issues complained about.

**OH** - the Organized Hamlet of Parkview Board of Directors.

**Service Request** - Request for a specific service to be completed by the OH that is not regularly scheduled. Samples of request for services may include but are not limited to:

- Reporting damages to the playground;
- Asking for a pothole to be filled;
- Reporting a missing street sign;
- A disruption to garbage/recycling service;

**Resolution** - A firm decision as to what will be done or what won't be done. This is the final stage in which the complaint is considered 'closed' and resolved.

**RM** - shall refer to the RM of Marquis 191.

**Vexatious Complaint** - a complaint without merit, which intends to cause inconvenience, harassment, annoyance or expense to the OH or Hamlet Volunteers.

## **POLICY PROCEDURE**

The OH is responsible for addressing complaints and service requests within the Hamlet of Parkview. Any complaints or service requests received by the RM will be duly forwarded to the OH to address.

### **5(a)Emergencies**

The RCMP are responsible for emergency situations and should be contacted to deal with issues including but not limited to trespassing, domestic or neighbor disputes, drug or alcohol related offenses, vandalism, traffic accidents, or other illegal activity.

In the event that your complaint pertains to a situation that necessitates immediate action due to a risk to life, health, or property, please dial 911 without delay to obtain emergency services.

Should your complaint or service request be defined as a hamlet emergency please contact an OH board member or the RM of Marquis for assistance. The complainant may still be required to file a written complaint.

### **5(b) Submission Requirements**

To ensure the efficient and accurate processing of all complaints and service requests, the OH requires that each individual complaint or service request must be submitted via its own dedicated email. This protocol is mandatory and is designed to prevent administrative confusion, misclassification, and potential delays that arise when multiple

issues are combined into a single correspondence.

Emails that attempt to address multiple, separate complaints or those that fail to adhere to the submission requirements outlined in this policy will be considered non-compliant. Non-compliant emails will be returned to the sender with a brief note referencing the policy violation.

#### **5(c)Service Request Submission Requirements**

A service request should include the following:

- ❖ The service being requested;
- ❖ Physical location of service request;
- ❖ Details related to service request;
- ❖ Photos or videos related to service request;
- ❖ Your name and contact information; and
- ❖ The email subject line should say Service Request.

Service Requests shall be emailed to [boardofdirectors@hamletofparkview.com](mailto:boardofdirectors@hamletofparkview.com).

#### **5(d)Service Request Process**

The OH provides no guarantees regarding service requests. This includes, but is not limited to, the speed of service delivery or the scope of any work that may or may not be carried out, unless the request involves an immediate safety risk.

#### **5(e)Complaint Submission Requirements**

A complaint should include the following:

- ❖ Details of what happened;
- ❖ Physical location of incident;
- ❖ Date and time of incident;
- ❖ Involved parties;
- ❖ Witness statements and information;
- ❖ Photo or video evidence;
- ❖ Resolution being sought;
- ❖ Your name and contact information; and
- ❖ The email subject line should say Complaint.

Complaints shall be emailed to [boardofdirectors@hamletofparkview.com](mailto:boardofdirectors@hamletofparkview.com).

#### **5(f)Acknowledgement of Receipt**

The OH will acknowledge the receipt of a complaint or request for service within five (5) business days.

#### **5(g)Complaint Investigation Process**

The complainant understands that once the complaint has been received that any information contained in the complaint may be shared with the OH board, Hamlet volunteers, the RM of Marquis council and its personnel, and possibly third parties including law enforcement or contractors to allow for a proper investigation.

- Complaints that do not require an investigation will be addressed by the chair or the appointed director overseeing complaints.
- The RM is responsible for dealing with bylaw infractions. Complaints pertaining to bylaw infractions shall be forwarded onto the RM.
- The OH reserves the right to determine the suitable course of action for all complaints, which includes the discretion to address the complaint in full, in part, or not at all.
- Once a complaint has been filed and found to be a Formal Complaint, other than acknowledgement of receipt of the complaint, no follow-up, involvement, information or correspondence regarding the complaint shall be provided to the complainant unless the complaint and resolution directly affects the complainant.
- Complaints found to be Frivolous and Vexatious or lack substantial evidence shall not be followed up on.
- Complaints may be reviewed by:
  - Conducting interviews or audits;
  - Consulting policy, bylaws, legislation, current practices, board minutes, etc.;
  - Interviewing individuals who have knowledge of the complaint;
  - Identifying the facts;
  - Reviewing evidence;
  - Identifying actions taken to address the complaint;

#### **5(h) Meeting Attendance**

If a complainant asks to be on the agenda at a Regular meeting of the OH, the complainant needs to be aware that OH meetings are public meetings unless the board chooses to have the meeting 'in camera' as per the LAFOIPP the complaint is no longer private or anonymous.

#### **5(i) Protections**

Complainants and persons who are subject of a complaint are protected under LAFOIPP and any other governing legislation. These individuals should be aware that certain circumstances may indirectly identify them during an investigation or resolution, for example a street name or land location.

#### **5(j) Resolution**

A resolution that involves changes to procedures, policies or practices shall be recorded in the OH meeting minutes, and residents of the Hamlet shall be appropriately notified as deemed necessary.

A written resolution will only be provided to complainants when the resolution directly impacts the complainant themselves or their property. This resolution shall be delivered via email within thirty (30) days of receipt of the formal complaint.

#### **5(k) Complaint Appeal Process**

Complainants dissatisfied with the OH's decision may file an appeal with the RM only if the decision directly affects the complainant themselves or their property.