

Resort Village of South Lake:

SUBJECT: PROCEDURE FOR FILING OF AND RESPONDING TO INQUIRIES AND/OR CONCERNS

The purpose of this policy is for the fair and impartial investigation and resolution of all inquiries and/or concerns received by the Resort Village of South Lake Staff and/or Members of Council.

This policy statement provides an overview of the procedures which will be followed:

1. When an inquiry and/or concern is being filed.
2. Distribution and/or handling of an inquiry and/or concern.
3. Response time frame to an inquiry and/or concern.

FILING OF A COMPLAINT

An inquiry and/or concern must be in writing, dated and signed by the complainant, and delivered to one of the following:

1. Clerk
3. Mayor
4. Council Member

The written inquiry and/or concern must include the following:

1. Location of incident or concern.
2. Date incident or concern occurred.
3. Name of property owner, where applicable.
4. Details on incident or concern.

DISTRIBUTION OF COMPLAINT FORM

When a written inquiry and/or concern is provided to a Member of Council, the Member of Council will immediately pass the written inquiry and/or concern to the Clerk. The inquiry and/or concern will be reviewed and a copy will be given immediately to the members of Council.

TIME FRAMES

All written inquiries and/or concerns will be met with expediency.

A response will be provided when the inquiry and/or concern have been addressed.

When an inquiry and/or concern require the attention of a particular committee, the members of Council will ensure that the Committee is so informed.

This Policy was approved by Resolution of Council dated.



A handwritten signature in black ink, appearing to be "M. H. ...", written in a cursive style.

Administrator.