

Correspondence and Complaints Policy

Policy #:

Effective Date:

INTENT

The intent of this policy is to clarify how the Village of Empress Administration, Public Works, and Council seek to **optimize communication** with the Residents, Ratepayers, and Customers in the Village, while balancing the need for **workplace safety**.

By clarifying a process for correspondence and complaints, this policy seeks to achieve:

- Communication remains respectful, safe, and effective.
- Village resources, including time and wellbeing of staff and Council, are used proportionately and judiciously.
- Municipal operations are efficient and cost-conscious.
- Concerns are addressed in a timely fashion.

SCOPE

This policy applies to:

- Written correspondence in the form of letters, texts or emails sent to Staff or Councillors.
- Personal contact at a meeting, in the Village office, by telephone and/or on the private property of Staff or Councillors.

EXPECTATIONS

Staff and Council reserve the right to instruct anyone to provide their concerns in a written format, as outlined in this policy.

All correspondence and complaints must include these **4 key elements**:

1. Full name and contact information of the originator including signature when in written form.
2. Description of the reason for the correspondence and/or concise narrative outlining the nature of the complaint.
3. Supporting information, as applicable
4. Clear request for action. What precisely is the remedy or resolution being sought?

EVALUATION

Staff or Council will evaluate all correspondence and complaints to determine if a response is required.

- Items that contain profane, abusive, harassing or threatening language will not be responded to.
- Items that contain accusatory, insulting, derogatory comments, or personal attacks or seek to impugn the integrity of Staff or Council will not be responded to.
- Items that contain unfounded allegations of incompetence or misconduct, and/or contain false or misleading information, will not be responded to.
- Items that are frivolous, vexatious, or unreasonable (including repetitive items) will not be responded to.
- If the substance of the complaint is trivial or irrelevant, the item will not be responded to.
- If the substance of the complaint has already been resolved in the past, the item will not be responded to.
- If the remedy sought is not possible, the item will not be responded to.

PROMISE

When a correspondence or complaint item is received by Staff or Council that meets all 4 expectations and has been evaluated to be worthy of a response, then Staff or Council will:

- A. Respond that the item was received.
- B. Identify to whom the item may be forwarded for investigation, action or resolution.
- C. Reply within 2 weeks.

OTHER CONSIDERATIONS

Regrettably, there may be someone who abuses this policy or refuses to follow the policy, for whatever reason. **Staff and Council reserve the right to:**

- Block phone calls, block emails, or disengage from personal contact with anyone whom they deem to be exhibiting unreasonable behavior in this regard.
- Seek remedies from legal counsel and/or law enforcement.

Approved _____ 2026

Mayor Dawna Martin

Deputy Mayor Kassie Robson

Councillor Amber Kennedy