

Policy #01/2011 – Rate Payer Complaints (with the exception of complaints re: road conditions or safety issues) to be in writing.

Purpose: To provide an effective method of documenting and dealing with rate payer complaints.

1. All complaints from rate payers must be in writing, as such verbal complaints will not be dealt with at council meetings,
2. All written complaints must be submitted to the office by mail, fax, email or in person,
3. A written complaint shall be added to the following month's agenda,
4. Once a conclusion has been made regarding the complaint, the Administrator shall write a letter of response to the rate payer who submitted the complaint.