



Town of Happy Valley-Goose Bay
Policy Statement

Index: Administration		Policy Number: A0008	
Approved Date: October 30, 2000	Effective Date: August 31, 2023	Revision Date: August 29, 2023	
Authority: 11th Council of the Town of Happy Valley-Goose Bay		Page 1 of 2	

Topic: PROCESS AND RECORD OF COMPLAINTS

Policy Statement:

1. Committees and Council will not consider initial complaints against individual residents or properties, or any complaints related to Town services, facilities, personnel, etc. as Council actions but will refer and consider those complaints through the “Process and Record of Complaints” policy.
2. Incoming complaints via telephone calls, in person, e-mail or fax shall be entered onto the complainant’s website or cellphone application **AccessE11**
3. The complaint intake form shall be completed with required fields including but not limited to: Name, Civic Address, Telephone Number, and E-Mail address of the complainant, date and time received, the name of the employee taking the complaint, description of the complaint, and the department to which it is related.
4. Complaints on AccessE11 will automatically be sent via email to the applicable Manager and Department Head for action. They shall review the complaint, assign resources to address the complaint as required and provide an update on **AccessE11**. The complainant will automatically receive updates on the reported issue via **AccessE11** email. The complaint will remain open until the Manager or Department Head closes the complaint online or on the cellphone app.



Town of Happy Valley-Goose Bay
Policy Statement

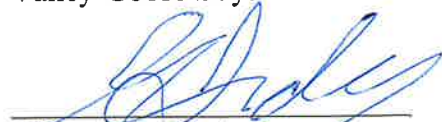
Index: Administration		Policy Number: A0008	
Approved Date: October 30, 2000	Effective Date: August 31, 2023	Revision Date: August 29, 2023	
Authority: 11th Council of the Town of Happy Valley-Goose Bay		Page 2 of 2	

Topic: PROCESS AND RECORD OF COMPLAINTS Continued

Policy Statement:

5. The Chief Administrative Officer or their designate shall complete a Case Summary Report for each monthly Council Committee Meeting. A copy of this report shall be filed with the Minutes of each Council Committee Meeting.
6. In the absence of the Chief Administrative Officer the Complaint Report Summary shall be completed by each Department Head for the applicable Committee Meeting(s).

IN WITNESS WHEREOF, this policy is sealed under the Common Seal of the Town of Happy Valley-Goose Bay.



Mayor, George Andrews



CAO, Nadine MacAulay