

Town of Portugal Cove-St. Philip's

Complaints/Issues Management Policy

Pursuant to the authority vested in the Town Council of Portugal Cove- St. Philip's the Town Council has adopted this policy on the 12^h of September , 2012.

1.0 TITLE

- 1.1 This document shall be known and cited as the ***Complaints/Issues Management Policy***.

2.0 DEFINITIONS

- 2.1 "**Council**" shall mean the Town Council of Portugal Cove – St. Philip's.
- 2.2 "**Town**" shall mean the Town of Portugal Cove – St. Philip's.

3.0 POLICY STATEMENT:

- 3.1 The purpose of this policy is to provide an avenue for voicing concerns and to identify the method that members of the general public must follow when filing complaints/issues with the Town and, alternatively, the course of action that the Town must follow when receiving such complaints.

4.0 APPLICATION:

- 4.1 This policy shall apply to all complaints/issues made by the general public and received by the Town

5.0 POLICY PROCEDURE:

- 5.1 All submitted complaints/issues must recorded in writing.
- 5.2 Recorded complaints/issues will be entered into the Town's Issue Management Tracking System.

6.0 REPEALS

- 6.1 Complaint Policy adopted by Council June 19th, 2007, Motion #07-182

7.0 AMENDMENTS

- 7.1 None.

8.0 DATE EFFECTIVE/RESOLUTION

- 8.1 Date effective: September 12, 2012 Motion #: 2012-301