

SMOKY LAKE COUNTY



Title: Public Works Complaint Process Policy	Policy No.: A.09-01
Section: 14	Code: P-I
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Legislation Reference:	Alberta Provincial Statutes
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Purpose:	To provide a structured complaints process for members of the public and others who wish to complain about matters related to Public Works Department in regards to road maintenance on County road allowances.
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Policy Statement and Guidelines:	
1. STATEMENT:	
1.1	The County is committed to maintaining every road subject to its control and management in a reasonable state of repair, having regard to the character of each road and the area of the municipality in which it is located.
1.2	The County shall demonstrate a commitment to an effective complaint handling system relating the Public Works Department's operation of municipal roadways in its control and management that reflects the needs, expectations and rights of complainants.
2. OBJECTIVE:	
2.1	The aim of this policy is to monitor complaints and establish clear guidelines and procedures for a system in dealing with complaints submitted or referred to Public Works Department, as a measure of public accountability in improving operations for public safety on County road allowances.
2.2	To ensure County residents that Public Works Department will respond to the complaints and make every reasonable effort to resolve the matter, where appropriate, in a fair, impartial and consistent manner.
2.3	The Public Works Department personnel shall carry out their duties in accordance with the provisions of Provincial Legislation and Municipal Bylaws and Policies.
2.4	The Public Works Department is committed to quality service and encourages citizens to call-in and report any problems.
3. GUIDELINES:	
3.1	The complaints process shall be guided by the following principles:
3.1.1	Accessibility: Information about the complaints will be documented and an Inspection Process will be conducted, as per <i>Policy Statement No. 14-A.01: Roadway Inspections</i> , to identify (deficiencies) reported.

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Policy Statement and Guidelines:

- 3.1.2 **Timelines:** Complaints will be dealt with in reasonable timeframes, at the discretion of the Public Works Manager.
- 3.1.3 **Transparency:** The Public Works Manager’s decisions relating to the complaint will be communicated to the complainant.

3.2 A centralized (electronic) system as outlined in **Schedule “B”: Complaint Tracking System – Annual Summary** will track complaints, monitor progress and ensure compliance with complaint handling timelines.

3.3 This systematic approach in recording complaints and outcomes will be collected in sufficient detail to allow analysis to guide improvements and to identify, rectify and/or eliminate the causes of existing or potential problems leading to complaints in order to prevent further complaints.

3.4 The Public Works Manager or Public Works Road Foreman will address and visit individual locations to conduct an inspection to identify and validate the nature of the complaint.

4. PROCEDURES:

- 4.1 All complaints shall be recorded, even if the complaint is perceived as a trivial or minor issue.
- 4.2 All complaints received related to non-County roadway damages or issues shall be documented and reported to the external agency of appropriate jurisdiction. Follow-up with external agencies will be requested and shall be documented as it is carried out.
- 4.3 The process of the complaint will be tracked and recorded from initial receipt to when the complainant is notified of the final decision on the outcome of the complaint is made.
- 4.4 All complaints submitted or referred shall be documented in detail, as per **Schedule “A”: Public Works Department – Road Complaint Form.**
- 4.5 The “Road Complaint Form” documentation will include:
 - 4.5.1 Name and phone number of the complainant.
 - 4.5.2 Date, time and location of complaint.
 - 4.5.3 Name of personnel taking the Information.
 - 4.5.4 Inspection date conducted and **Policy Statement No. 14-A.01: Roadway Inspections** will be attached to the Complaint Form.
 - 4.5.5 Date of complainant being notified and name of Public Works Personnel providing outcome of final decision.

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Policy Statement and Guidelines:	
4.6	<i>Policy Statement No. 14-A.01: Roadway Inspections</i> will be used as a mechanism to address every complaint received as a proactive measure to assess the nature of the complaint to identify deficiency (issue) raised through the inspection process and corrective action implemented.
4.7	The Safety Officer will ensure that the system works, maintain a record of the complaints and compile numerically by date received and filed according.
4.8	The Safety Officer will produce regular updates on the number and kinds of complaints.
4.9	A copy of the “Road Complaint Form” and attached “Inspection Form” will be filed at the Public Works Shop Office.

	Date	Resolution Number
Approved	February 20, 2014	# 250-14 - Page # 11078
Amended		
Amended		
Amended		



SCHEDULE "A"

PUBLIC WORK DEPARTMENT ROAD COMPLAINT FORM

DETAILS:

File No.: _____
Year- Month-Number

Date of Complaint: _____ Time: _____

Complaint: Submitted Referred Non-County Referred

Name: _____

Phone Number(s): _____

Description of Complaint: _____

Information Taken By: _____ Title: _____

LOCATION DETAILS:

Location: (Descriptive) _____ Division: _____
(Range / Road)

Location: LEGAL, LAND LOCATION:
1/4 _____ SECTION: _____ TOWNSHIP: _____ RANGE: _____ W4M

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Inspected By: Name and Position _____

INSPECTION IDENTIFICATION	<p style="color: red; margin: 0;">Policy Statement No. 14-A.01: Roadway Inspections</p> <p>Inspection File Number: _____ ATTACHED INSPECTION: _____</p>
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Complainant FOLLOW-UP DATE:	Notified On: _____
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SIGNATURE OF Public Works: _____	DATE: _____
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Schedule "B"
COMPLAINT TRACKING SYSTEM
ANNUAL SUMMARY

Date	Name	Location	Description	Completed	File No.

