



Section Office	Policy No. 11-1	Page 1 of 1
Policy Title Handling Public Concerns	Date: February 23, 2021	Motion No. 102/21

Purpose:

This policy is intended to enable Kneehill County to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the municipality in providing excellent service to the public, and contribute to continuous improvement of operations.

Statement:

Kneehill County strives to improve customer satisfaction by:

- Providing timely and accurate responses to concerns and inquiries
- Consider concerns as an opportunity to improve program and service delivery issues.
- Formal complaints such as Assessment Complaints, Personnel Complaints, Peace Officer Complaints, Council Code of Conduct Complaints and Appeals will be handled independently from this procedure in the prescribed format required by legislation and all formal complaints will receive a response from the County.

Policy Guidelines:

1. Frontline Resolution

- a. It is the responsibility of all County employees to attempt to resolve issues or concerns from the public in a timely manner, and it identify opportunities to improve municipal services.
- b. The County shall be proactive with notifications of service disruptions to the public.

2. Filing a Concern

- a. Concerns can be submitted by filling out a the "Report a Concern Form" on the Kneehill County website, by email to office@kneehillcounty.com, submitting a letter, or by calling Customer Service who will forward concerns to appropriate department.

Approved: April 12, 2016 155/16

Approved: February 23, 2021 102/21

Review Date: Date four years from last approval date

