



TOWN OF THREE HILLS

POLICY # 590-A1

REQUEST AND RESPONSE POLICY

Adopted by Council on: October 10, 2023
Resolution No: 222-2023

1. PURPOSE

- 1.1. This policy is intended to ensure the Town of Three Hills promptly and effectively:
 - 1.1.1. addresses issues and service delivery concerns raised by members of the public;
 - 1.1.2. assists the Town in providing excellent service to the public;
 - 1.1.3. contributes to the improvement of operations; and
 - 1.1.4. establishes guidelines and standards to efficiently handle and resolve complaints made toward the Town.

2. AUTHORITY

- 2.1. The authority for this policy is by resolution of the Council of the Town of Three Hills.
- 2.2. The CAO is accountable and responsible for the development, evaluation, and implementation of this policy.
- 2.3. The CAO reserves the right to vary from the processes outlined in this policy to address unusual circumstances on a case-by-case basis.
- 2.4. The CAO reserves the right to exercise appropriate managerial judgement to take such actions as may be necessary to achieve the intent of this policy.

3. APPLICABILITY

- 3.1. This policy shall apply to all members of the public, Administration, and members of Council regarding complaints and inquiries or requests for action on a decision received by the Town.
- 3.2. Whenever the singular masculine gender is used in this policy, the same shall include the feminine and neutral gender whenever context requires.

4. POLICY

4.1. Guidelines

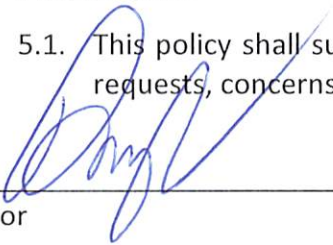
- 4.1.1. The Town will strive to acknowledge receipt of the request within two (2) business days of receipt of the request.
- 4.1.2. In the event an answer to a request is not readily available to be provided at the time of the request, the Town will provide a date a response can be expected by, ensuring a prompt

response is received. Generally, the Town will strive to provide a response no later than five (5) business days after acknowledging the request.

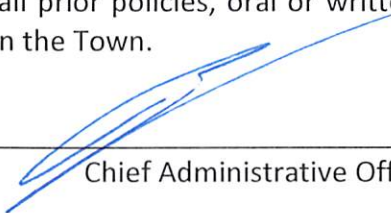
- 4.1.3. The Town shall deal with requests promptly and respond in a format that meets the needs of the request.
- 4.1.4. The Town will consider requests as opportunities to evaluate programs and services for possible improvement and will record lessons learned.
- 4.1.5. The Town will deal with requests in an open-minded and impartial way ensuring that filing a request has no negative implications on future dealings with the Town.
- 4.1.6. The Town will provide honest, evidence-based explanations and give reasons for decisions. Information will be provided in a clear and open way.
- 4.1.7. Information will be collected, used, and disclosed in accordance with the *Freedom of Information and Protection of Privacy Act*, RSA 2000 c F-25. All participants involved in the request process shall keep the details of the complaint confidential except as may be required by law.
- 4.1.8. Anonymous requests or complaints will not be investigated.
- 4.1.9. A request may be made in a number of ways:
 - I. Verbally (either in person or by phone)
 - II. Written (either by mail, email, or through the Town website).
- 4.1.10. All requests will be tracked from initial receipt to resolution.
- 4.1.11. Upon receipt, requests shall be distributed to the Director of the Department identified in the request and may be delegated as needed.
- 4.1.12. At the discretion of the CAO, Council may be notified of requests for information purposes.

5. PRIOR POLICY

5.1. This policy shall supersede and replace all prior policies, oral or written, regarding citizen requests, concerns, and complaints within the Town.



Mayor



Chief Administrative Officer

Previous Version:	June 22, 2020	311-2020
Effective On:	October 10, 2023	222-2023
Review Date:	October 10, 2026	