	<h2 style="text-align: center;">Municipality of Crowsnest Pass Policy</h2>
<p>Policy No.: Policy Title: Approval Date: Revision Date: Supersedes Policy: Department:</p>	<p>1101-01 Public Enquiries Policy April 20, 2021 Corporate Services</p>

1.0 POLICY PURPOSE

Municipal departments process many enquiries from the public each day using many different communication methods. The Municipality endeavours to provide residents with timely, accurate and responsive information. The purpose of the Public Enquiries Policy is to establish guidelines for Municipal staff to ensure that information is provided in a timely, consistent, and appropriate manner and that there is an effective mechanism to deal with complaints as they arise.

2.0 DEFINITIONS

“Complaint” means an expression of dissatisfaction related to a municipal program, service, facility, or staff member where a resolution is being requested formally or informally by a member of the Public; and does not include general criticism, anonymous complaints, critical commentary, or internal human resource issues.

“Enquiry” means to query, ask questions, request information or service, or otherwise engage in two-way communication with the Municipality for the purpose of obtaining a response or achieving a desired outcome.

“FOIP Coordinator” means the employee designated as the Freedom of Information, Protection of Privacy Coordinator who can provide advice on privacy and access to information concerns as they relate to Enquiries.

“Management” refers to a group of positions that are managerial in nature and are out of scope and includes the Chief Administrative Officer, Directors and Managers.

“Municipality” or “Municipal” means the corporation of the Municipality of Crowsnest Pass located in the Province of Alberta.

“Municipal Employee” or “Employee” means any person employed by the Municipality on any basis including full time, part time, casual, or temporary.

“Public” means external persons outside of the organization including community members, property owners, local business, prospective property owners and other persons with an interest in the Municipality of Crowsnest Pass. Public does not include corporations, companies, vendors, or salespersons that are doing or soliciting business with the Municipality.

3.0 SCOPE

3.1 Scope of the Policy

- a. This Policy applies to all Municipal Employees, including Managers, Employees, or Consultants who are responsible for responding to the public in any form as per their job descriptions, contracts or as otherwise assigned.

4.0 POLICY STATEMENTS

4.1 Responding to the Public

When responding to the Public, the Municipality will endeavour to:

- a. Provide information that is timely, accurate, clear, accessible, and responsible.
- b. Consider the range of communication tools at our disposal and use those most appropriate to address the needs associated with each circumstance, taking into consideration the method of communication that the member of the public has used to make their enquiry is likely their preferred method.
- c. Work collaboratively across the organization to ensure that complete responses that are thorough, factual and timely are being provided. When working with more than one department you must make it clear who will be responding.
- d. Respect access to information and privacy rights of citizens and employees and consult with FOIP Coordinator as required on information that is being provided.

4.2 Timeliness Guideline

- a. In order to ensure that the Municipality is responding to enquiries in a prompt manner, the Municipality will endeavour to respond or, at a minimum, acknowledge Public Enquiries within 2 business days and 5

business days for Management Employees: regardless of communication method.

- b. When the information requested is not immediately available or requires investigation, the member of the public will be provided with acknowledgement that the Enquiry has been received. This response may also include an estimated timeline for the response, information on who will be responding and their contact information and other information that informs the citizen their Enquiry is being actioned.
- c. The following instances are suitable exceptions to the target timeline in 3.2a:
 - During emergency response including states of local emergency when staff may be deployed to other roles.
 - When an Employee is on leave and another staff member is not assigned to cover their position.


4.3 Complaints

- a. Complaints may be received formally or informally and may be received in any format including phone, email, website submission etc. Complaints should initially be processed and dealt with by the applicable department where the complaint originated.
- b. Complaints about Council decisions, Bylaws, Policies, or other governance decisions will be forwarded to the Office of the CAO.
- c. If there is no satisfactory resolution to a complaint at the department level, the member of the Public may submit a Complaint Form and the Complaint shall follow the Complaint Form procedure.

4.4 Accountability and Compliance to Legislation

- a. Public Enquiries and responses must adhere to the Freedom of Information and Protection of Privacy Act. Some Public Enquiries may be required to be routed through the FOIP request process where applicable timelines set out in legislation for a response will apply, however, the timeline in 3.2 (a) applies for acknowledging the request.


MUNICIPALITY OF CROWSNEST PASS



Blair Painter, Mayor

April 26, 2021

Date



Patrick Thomas, Chief Administrative Officer

April 26, 2021

Date