

Complaint and Inquiry Procedure

The Department has established a complaint and inquiry procedure as a single mechanism by which the public, elected officials and members of the administration can bring to our attention problems, concerns or questions that require some action to either rectify or provide an answer. The principle underlying the procedure is that all complaints or questions regarding normal operations, whether originating from the public, elected officials or administration would be reported to a single source. In Operational Services, calls would be received by the Planning clerk / receptionist.

All calls are logged with the pertinent information and a determination is made regarding the urgency of the problem. Items requiring immediate action are passed to the appropriate General Foreman for action. Routine items are passed to the Operations Planning for investigation and scheduling.

Concerns of non-routine nature requiring general information or of policy and programs can be discussed with either the Department Head or the Manager of Operations Planning.