

Complaints Made Against Municipal Staff Policy

The Village of Edgerton recognizes the need to maintain an accountable, transparent, and accessible relationship with residents and stakeholders. As such, the Village of Edgerton enacts the following policy as regards complaints made against municipal staff.

Definitions

- 1) For the purpose of this Policy,
 - a. **"Village"** refers to the municipal corporation of the Village of Edgerton in the province of Alberta;
 - b. **"Policy"** refers to the Village of Edgerton Complaints Made Against Municipal Staff Policy;
 - c. **"Chief Administrative Officer"** refers to the Chief Administrative Officer of the Village of Edgerton;
 - d. **"Employee"** refers to an individual employed by the Village of Edgerton;
 - e. **"Complainant"** refers to an individual and/or group that files a formal, written complaint concerning the conduct of municipal staff to the Chief Administrative Officer.

Policy Statement

The Village understands that complaints may be made against Village Employees and has enacted the following Policy in order to properly address said complaints. Complaints made against the Chief Administrative Officer are to be handled in a manner consistent with the Harassment Policy: Complaints Made Against the Chief Administrative Officer. Complaints made against a member of Council are to be handled in a manner consistent with the relevant Council Code of Conduct and Procedure bylaw.

Policy:

- A) A formal, written complaint must be made to the Chief Administrative Officer;
- B) The Chief Administrative Officer will advise the Employee that a complaint has been made against them, without naming the Complainant;
- C) The Chief Administrative Officer will confirm with the Complainant if they wish to pursue their complaint;
- D) The Chief Administrative Officer will interview all relevant parties to the complaint investigation, including all relevant materials;
- E) The Chief Administrative Officer will deliberate on the results of the interviews and the materials;
- F) The Chief Administrative Officer will make a final decision to accept or deny the complaint;
- G) The Chief Administrative Officer will release the findings to the Employee and to the Complainant, without naming the Complainant;
- H) If necessary, the Chief Administrative Officer may discipline the relevant Employee, as per acceptable legal labour counsel. Discipline can include, but is not limited to:
 - a. Written warning;
 - b. Garnishing of wages;
 - c. Unpaid leave;
 - d. Altered duties;
 - e. Termination.
- I) Following sections G-H, the Chief Administrative Officer will consider the matter to be closed.

- 1) If the Complainant chooses to file a harassment complaint against the Employee, following a previously unsuccessful complaint against the Employee within the previous thirty-six (36) months, the Chief Administrative Officer may deliberate the following:
 - i. The Chief Administrative Officer will consider the complaint regardless;
 - ii. The Chief Administrative Officer may choose to enact this Policy's section A-I; or
 - iii. The Chief Administrative Officer may choose to dismiss the complaint and would then consider the matter to be closed.