



# TOWN OF GILLAMS

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## TOWN OF GILLAMS

### COMPLAINT AND CONCERN POLICY

Pursuant to the authority in the Town Council of Gillams the Town Council has adopted this policy on the 19<sup>th</sup> day of June, 2006.

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**1. Title**

This document shall be known as the Complaint and Concern Policy.

**2. Policy Clauses**

All complaints and concerns must be made in writing and signed by the complainant prior to action being initiated by the Town otherwise the complaints and concerns will not be addressed.

3. Town Clerk and Councillors must follow this policy. A request for information must be presented in writing and council will respond to the request in writing. This documentation protects both parties.

4. Date Effective – June 19<sup>th</sup>, 2006.

**Revised at a council meeting on October 30, 2012**

**Motion: Deputy Mayor Eddie Blanchard**

**Seconded by: Councillor George Callahan**

**Mayor: Joy Burt**

**Town Manager: Shelley Penney**