

	<i>Handling Anonymous, Frivolous, and/or Vexatious Complaints and Inquiries</i>	
	Policy Type:	Council-Management Delegation
	Number:	CMD-R-4.2
	To be Reviewed:	Once per term
	Approval Date:	Sept. 14, 2015
	Motion Number:	15.C.466
	Revised Date(s):	

Policy Statement:

Okotoks is committed to providing quality service in the most effective, efficient and economical manner. In doing so, the Chief Administrative Officer will ensure all complaints and inquiries are dealt with in a fair and impartial manner while also ensuring that complaints or inquiries that are anonymous, frivolous, and/or vexatious do not consume a disproportionate amount of Town time and resources.

Purpose:

This Policy provides guidance when handling Anonymous, Frivolous and/or Vexatious complaints. Administration will not be required to take action on anonymous complaints or inquiries, unless the matter is in regards to a serious public safety concern.

Frivolous and/or Vexatious complaints and/or inquiries applies to those initiated through any avenue available to the public for submitting complaints to the Town.

Most complainants interact with staff in a polite and reasonable manner, however, occasionally the Town receives unreasonably persistent, frivolous, and /or vexatious complaints or inquiries, often related, but not limited to, enforcement matters. While small in number, these can take up a disproportionate amount of staff time which can impact the delivery of services for other users or result in unnecessary costs for Okotoks taxpayers.

Definitions:

Frivolous or Vexatious means the complaint is initiated with the intent to embarrass or annoy the recipient, and/or is part of a pattern of conduct by the complainant that amounts to an abuse of the complaints and/or inquiry process.

Responsibilities:

The Chief Administrative Officer will review and amend the Administrative Guidelines associated with this Policy and also ensure staff are aware of and trained on matters relating to this Policy and Administrative Guidelines and supporting processes, practices, and procedures.