



Anonymous Complaints and Letters Policy

Policy Statement

The Town of Lamont desires to formalize a process on handling anonymous complaints to the Mayor, Council, and Staff. The Town is committed to providing quality customer service and is dedicated to listening and understanding our citizens' needs. As such, when filing a complaint, the Town requires an individual's name, address, and phone number to be able to follow up if needed.

Purpose

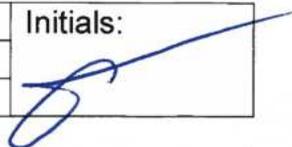
There are no means to communicate with unsigned correspondence and anonymous phone calls with no return address or phone number. An anonymous complaint or letter received may even be considered a prank.

DEFINITIONS

1. **"Anonymous Complaint"** means an incoming communication, such as a letter or phone call, where the individual does not disclose their name, address, and/or phone number.
2. **"Chief Administration Officer" "CAO"** means a person appointed to a position under Section 205 of the Municipal Government Act.
3. **"Council"** means the Council of the Town of Lamont.
4. **"Staff"** means those individuals employed under the direction of the CAO.

Procedure

1. The staff receiving the anonymous complaint shall notify the CAO upon receipt.
2. Council and staff will not acknowledge anonymous complaints.
3. Anonymous complaints will not be placed on the Council agenda.
4. Anonymous complaints, if directed to the Mayor and Council, will be copied and distributed via email strictly for information purposes.
5. Staff may investigate or address an anonymous complaint, at its discretion, if the matter deals with Town of Lamont services and is a matter of public safety.

Adopted by Council:	August 25, 2020	Initials: 
Motion Number:	180/20	
Supersedes:		

