



# Request Processing

<b>Procedure No.:</b> ADM-2	<b>Council Resolution No.:</b> N/A
<b>Department:</b> Administration	<b>Authority:</b> CAO
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<b>Supersedes:</b>	
<b>Related Policy No.:</b> ADM-2	
<b>Related Policy Name:</b> Request Processing	

## 1.0 PURPOSE

1.1 To provide the Mayor and Council, staff and residents of the Town of Taber with a procedure for resolving all requests directly related to services or processes provided by the town.

## 2.0 OPERATING GUIDELINES

### 2.1 How a Request is Made

2.1.1 A request may be received verbally (in person or telephone), in writing (received by hand delivery, mail or fax) or electronically (through email, the Town’s Website or social media). The requestor is strongly encouraged to use the Town of Taber Website’s Service Request Section to submit their request.

### 2.2 Initial Receipt and Handling of a Request

2.2.1 Requestors are expected to direct/address their requests to the relevant department or department managers. If requestors are not sure where to direct their requests, they can be provided assistance through customer service at the Town of Taber Administration Office. The following procedures apply to receipt and handling in different scenarios.

#### 2.2.1.1 Received by Customer Service:

2.2.1.1.1 The original version of written requests, including letters, forms, emails and faxes, are date-stamped and directed to the appropriate department head.

2.2.1.1.2 Verbal requests will be handed to the department head either via phone, email or personally.



- 2.2.1.1.3 Customer service will refer written or verbal requests about another staff member to that individual's superior with a copy going to the Human Resources Manager.
      - 2.2.1.1.4 Anonymous requests are referred to the appropriate department for follow-up.
- 2.3 Logging of the Request through the Website Service Request Information System
  - 2.3.1 Any resident can access the Website Service Request Information System through the Town of Taber's website and fill out a request.
  - 2.3.2 A Service Request Registry is maintained to ensure a central record of the complaint and a database of all requests.
  - 2.3.3 Each request entry is assigned with a unique system generated request number.
  - 2.3.4 The request will be assigned automatically to the correct department head or designated for follow up.
- 2.4 Logging of Requests through Social Media
  - 2.4.1 Communications staff shall be responsible for addressing and forwarding requests made through social media to appropriate individuals and through appropriate process.
- 2.5 Request Review by Department
  - 2.5.1 The Request Procedure uses a three stage process:  
Informal Review → Department Manager Review → Director's Review
    - 2.5.1.1 If a Customer Service staff personnel are uncertain about how to interpret or handle an issue raised by a requestor, they should request the assistance of the department manager.
    - 2.5.1.2 Requests may be accelerated through the process depending on the nature of the issue and judgement of staff.
  - 2.5.2 First Stage – Informal Review
    - 2.5.2.1 When receiving a verbal request directly, staff will listen and understand the request.
    - 2.5.2.2 An effort will be made to solve verbal requests immediately to the satisfaction of the requestor without need for a follow-up or a formal written request.
    - 2.5.2.3 Frontline staff will refer the verbal request to the manager on duty when:
      - 2.5.2.3.1 The requestor specifies the request to be referred to a manager;
      - 2.5.2.3.2 The verbal request is about conduct of a staff person, and/or significant disciplinary action is a possible outcome;



- 2.5.2.3.3 The requestor is unusually upset, extremely angry or threatening;
  - 2.5.2.3.4 The verbal request cannot be resolved by the frontline staff because it is outside their specific delegation or area of expertise; or,
  - 2.5.2.3.5 It is of a serious nature such as alleged controversial conduct, illegal conduct, or there is a threat of legal action.
- 2.5.2.4 All written requests will be directed to the department head or designate.
- 2.5.3 Second Stage – Department Management Review
- 2.5.3.1 All written requests progress to the second stage.
  - 2.5.3.2 All requests about conduct of customer service begin at the second stage.
  - 2.5.3.3 The department manager acknowledges receipt with the requestor in accordance with defined standards. See Section 2.9 below.
  - 2.5.3.4 The department manager reviews the request, and may attempt to resolve the request immediately.
  - 2.5.3.5 If required, the department manager will conduct a formal review of the request to determine its validity and explore a resolution. See Section 2.7 below.
  - 2.5.3.6 Department Management staff may request a verbal requestor to put the request in writing through a letter or email, especially if it involves a serious or complex matter. If the requestor declines to provide a written request, the staff member or department manager should record details as described by the requestor for their own records.
  - 2.5.3.7 For all verbal and written requests requiring formal review, the department manager indicates to the requestor when they will contact them with a resolution or update. See Section 2.9 below.
- 2.5.4 Third Stage – Director's Review
- 2.5.4.1 Where the requestor is dissatisfied with the decision of the department manager, the department manager refers the requestor to the director.
  - 2.5.4.2 The director may attempt to resolve the request immediately, or may conduct a formal review. See Section 2.7 below.



2.5.4.3 If the requestor remains dissatisfied with the decision of the director, the director refers the matter to the Chief Administrative Officer.

2.5.4.4 If not resolved to the requestor's satisfaction, at the Chief Administrative Officer's discretion or at the requestor's appeal, it is referred to Council.

2.5.4.5 Council shall be the final decision maker on any appeal that may come before them for decision.

2.6 Monitoring and Reporting on Complaints

2.6.1 Regular monitoring and review of requests will be conducted to identify issues, trends, areas of concern and opportunities for improvement.

2.6.2 Based on monitoring and review of the Website Service Request Information System, a report is provided to the Chief Administrative Officer for information, review and action (if needed) at least once per quarter.

2.7 Formal Review Process

2.7.1 A formal review process may be conducted during the second and third stages. The formal review may include:

2.7.1.1 Discussion(s) with the requestor to clarify the request, confirm common understanding, clarify outcome sought, and explain request procedures.

2.7.1.2 Discussion with staff involved (with Union representation if applicable).

2.7.1.3 Review of background information such as policies and procedures, previous written communications and other documentation.

2.7.1.4 Obtain and review other expert opinions or perspectives.

2.7.2 At each stage of escalation, it should be determined whether the formal review to-date has been adequate. Additional formal review may be made by the receiving department manager.

2.7.3 At the conclusion of the formal review(s), any communications relating to the request are updated to the Website Service Request Information System.

2.8 Notice of Decision and Resolution

2.8.1 Requests receive a written notice through a letter, e-mail, or fax of decision unless otherwise requested by the requestor.

2.8.2 If formal review determines that the request is not justified, and no further action is required, the requestor is notified.



- 2.8.3 If formal review determines that the request is justified, the requestor will be notified of corrective action taken and remedy proposed.
- 2.9 Standards for Responding to Request Processing
  - 2.9.1 Requests are acknowledged by telephone, email, fax, or mail within 48 business hours of being received by the relevant service area.
  - 2.9.2 Where a formal review is required, requestors are contacted within 45 days with either a final response or update. At that time the requestor is advised of when the next contact will be – either for a proposed resolution or for the next progress update.
  - 2.9.3 Requestors are automatically contacted when their request appeal is escalated.
  - 2.9.4 The manager may exercise discretion and contact the requestor more frequently or sooner than the above standards.
  - 2.9.5 If the request was generated on the Website Service Request Information System, it will be updated with status or final outcome.
  - 2.9.6 Once a final outcome has been determined, the assigned department head or designate must close the request in the Website Service Request Information System.
  - 2.9.7 **NOTE: From time to time, there may be extraordinary circumstances where staff may not be in a position to guarantee that these standards can be satisfied.**

  
CHIEF ADMINISTRATIVE OFFICER

March 26/24  
DATE

