



Request Processing

Policy No.: ADM-2	Council Resolution No.: 103/2024
Department: Administration	Authority: Council
Effective Date: January 9, 2012	Revision Date: November 12, 2019, March 25, 2024
Review Date: March 2027	Repealed Date:
Supersedes:	
Related Procedure No.: ADM-2	
Related Procedure Name: Request Processing	

1.0 PURPOSE

- 1.1 The purpose of this policy is to provide guidance to the Mayor and Council, staff and residents of the Town of Taber for processing and filing all types of requests.
- 1.2 The Town of Taber strives to maintain quality of services, improve relationships between town employees, Council members, Mayor and the residents. It is the policy of the Town of Taber to accept, investigate, and resolve all requests. When appropriate, effective action will be taken to address and administer the request.

2.0 POLICY STATEMENT

- 2.1 It is important to recognize the difference between a complaint and a suggestion, observation, question, neighbor dispute, or simply a call pointing out a hazard or safety issue. The elected official or staff member fielding the request will need to determine what type of request exists.
- 2.2 Example of requests include but not limited to:
- 2.2.1 Infraction Requests
- 2.2.1.1 A resident's request against a fellow resident because he or she feels a Town of Taber bylaw is being violated.
- 2.2.1.2 A complaint filled out by a resident against a Town of Taber employee or an elected official.
- 2.2.2 Non-Infraction Requests
- 2.2.2.1 A request made against the Town of Taber as a result of a policy or bylaw being deemed unfair.




- 2.2.2.2 A request against the Town of Taber because of what a resident feels is inaction or an inappropriate response to a situation.
 - 2.2.2.3 A request made as a suggestion or observation to the Town of Taber by a resident for change or improvement.
 - 2.2.2.4 A request made to the Town of Taber as a question for clarification.
 - 2.2.2.5 A request made to the Town of Taber to mediate a dispute between neighbors.
 - 2.2.2.6 A request made by a resident pointing out a hazard or safety issue. In the event of an emergency situation the individual should contact 911 immediately.
- 2.3 The Town of Taber will ensure that all requests made by an individual are acknowledged within the time specified in Section Nine of the corresponding procedure.
 - 2.4 All requests will be considered confidential and a Protection of Privacy in accordance with the *Freedom of Information and Protection of Privacy Act*.
 - 2.5 Review of requests shall be fair, impartial and respectful to parties involved.
 - 2.6 The Town of Taber shall establish procedures to ensure an individual making the requests are provided with clear and understandable reasons for how decisions on the request were made.
 - 2.7 The Town of Taber shall provide updates to the request made by an individual during the review processes in accordance with Section Nine of the procedure.
 - 2.8 Requests are used to assist in improving services, policies and procedures.
 - 2.9 In the event that an individual making a request is dissatisfied with the outcome of their request, they shall be provided with their available options toward a reasonable solution.
 - 2.10 The Town of Taber shall not investigate a request that has no basis in fact or reason, or that is deemed to be frivolous, or intended to harass or embarrass a resident, the Mayor, member of Council, Administrative Staff, or any members of any Town board, committee, or commission.
 - 2.11 Administration shall establish procedures for this policy and shall be responsible to ensure the spirit and intent of the policy is adhered to.




3.0 ADDITIONAL REFERENCES

- *Freedom of Information and Protection of Privacy Act*




MAYOR



DATE



CHIEF ADMINISTRATIVE OFFICER



DATE

