



## Request-Inquiry-Complaint Management Tracking Policy

### Policy GG2021.02

RM 187 North Qu'Appelle

**Purpose:** To track and record complaints to demonstrate accountability, transparency, and efficiency in handling complaints, suggestions, and observed deficiencies in the service, maintenance, and works of the RM.

Complaints are received, by phone, email, mail, text or in person, and are managed according to the following steps:

#### 1. Record -- Log

Contact information and complaint are entered onto the complaint form along with the date and the complaint number. The case is **opened** by inserting the complaint form into the **open** section of the complaint folder.

#### 2. Assign

Who should be tasked with investigating this specific complaint? It should be someone who can take-action and has experience. Assigning the right person is critical. The information and contact information are relayed to the Assignee along with expectations of the investigation and a reporting time and date is established.

#### 3. Investigate

The assignee gathers the facts of the case by phoning, interviewing or perhaps going on site. Pictures can be taken. The information of the investigation is reported. If the agreed reporting time and date cannot be met, it is important that an extended time and date for reporting is established. The complainant may be informed of the progress.

#### 4. Determine Remedy

With the investigation information at hand, a solution is sought. The investigator and assignee may well bring in others to brainstorm an appropriate solution. In some cases, there may not be an obvious remedy, or it may not be in the RM's jurisdiction. The complainant is informed.

#### 5. Execute Remedy – Act

Someone is selected to carry out the remedy, record the action to be taken and a date at which it is to take place. With major cases, the complainant may be notified.

#### 6. Close

When the remedy has been acted upon or there is nothing else to be done; the case is closed. The complaint is noted accordingly and moved to the closed section of the complaint folder. The complainant is informed that the case is **closed**.