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| Policy No: | A 1802-01 |
| Policy Title: | Anonymous Complaints & Letters Policy |
| Resolution No.: | #CM20180326.1013 |
| Approval Date: | March 26, 2018 |
| Revision Date(s): | |
| Next Review Date: | December 31, 2021 |
| Responsible Department: | Chief Administrative Officer/Department Heads |

SECTION 1.0 - POLICY STATEMENT AND GUIDELINES

1. The Town of St. Paul desires to formalize a process on handling anonymous complaints to the Mayor, Council, and Staff.
2. The Town of St. Paul 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 of St. Paul requires an individual's name, address, and phone number to be able to follow up if needed.

SECTION 2.0 – PURPOSE

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

SECTION 3.0 – DEFINITION

1. **Anonymous Complaint:** An anonymous complaint can be defined as an incoming letter or phone call that the individual does not disclose their name, address, and phone number.
2. **Chief Administrative Officer (CAO):** The CAO means a person appointed to a position under Section 205 of the Municipal Government Act.
3. **Council:** The Council means the Council of the Town of St. Paul.
4. **Department Head:** The department head in an individual appointed by the CAO as the person in charge of his/her department. The department head reports directly to the CAO.
5. **Staff:** Staff means those individuals employed under the direction of the CAO.

SECTION 4.0 - PROCEDURE

1. The staff receiving the anonymous complaint shall first notify their Department Head, the Department Head in turn will notify the CAO for his/her information.
2. The Town of St. Paul will not acknowledge incoming 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 St. Paul services and is a matter of public safety.



Maureen Miller, Mayor



Kim Heyman, Chief Administrative Officer