

CATEGORY: OFFICE GENERAL
TITLE: FEEDBACK, CONCERNS AND SUGGESTIONS TO COUNCIL
EFFECTIVE DATE: 8 MARCH 2022
AMENDMENT DATE:

1. Background

- Council wish to receive input from the residents of Luseland, including:
 - Feedback concerning actions already taken by Council;
 - Suggestions regarding actions recommended to Council, both criticisms and compliments.
- The most useful form of input:
 - Is in writing so that all members of Council hear the same input;
 - Contains recommendations for specific action by Council;
 - Is submitted using the Input Form (attached).

2. Procedure for Contacting Council Members

- Residents may wish to make contact with the Mayor or Councillors in person or by phone. In such cases, residents are asked to:
 - Be considerate of the time of day;
 - Be considerate of the presence of guests in the Council member's home.
- Council members will not engage in dialogue that is rude or abusive;
- In most cases, Council members will recommend that residents put their input in writing and may recommend the use of the Input Form (attached).

3. Councillors Reporting Residents' Concerns

- Councillors reporting on residents' concerns will provide the name(s) of the complainant(s);
- Where a resident expresses a concern on a matter for which the Town already has a policy, that resident should be prepared to stipulate the specific policy changes being suggested.

4. Council Dealing with Input

- Some input may be able to be dealt with immediately with a simple action such as a phone call, etc. In such cases, the Councillor may indicate that “unless you hear otherwise from me, we are likely to take the following action”
- Other action may require more lengthy consideration such as a policy revision or inclusion in the following year’s budget
- Council makes no promise to answer all verbal input received
- However, Council **does** promise that each Input Form will receive consideration on the agenda of the subsequent regular meeting of Council and a reply in writing.
- Where Council advises the Administrator to write either to the subject of the complaint or in reply to a complainant, that decision must first be taken in the form of a motion which stipulates the exact nature of the reply (such is not the case where the complaint is of a routine nature and with which the Administrator routinely deals)
- Some suggestions may be referred to one of the Council’s Standing Committees

INPUT FORM

Sent via (**check one**) _____ Mail to Box 130, Luseland SK S0L 2A0
_____ Email to luseland@sasktel.net
_____ Fax to 306-372-4700 (office)
_____ Hand delivered to _____ (name)

Name of Luseland resident: _____

Civic Address: _____

Phone number: _____

Email address: _____

This input is intended as a (check where applicable):

- _____ Feedback concerning actions already taken by Council
- _____ Suggestion regarding future actions by Council
- _____ General enquiry or concern
- _____ Criticism for Council
- _____ Approval for Council
