

TOWN OF LUSELAND



CATEGORY: General Government	Policy Title: Feedback, Concerns and Suggestions to Council	Policy # GG-1204	
Resolution No:	Effective date: March 8 2022	Amendment Date:	Pages: 3

Purpose

To establish the steps for residents to provide feedback, concerns and suggestions to Council.

Background

Council wishes to receive input from the residents of Luseland, including;

1. Feedback concerning actions already taken by Council
2. Suggestions regarding actions recommended to Council, both criticisms and compliments.

The most useful form of input;

1. Is in writing so that all members of Council hear the same input
2. Contains recommendations for specific action by Council
3. Is submitted using the Input Form (attached to this policy)

Policy

- 1. 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;
 - a. Be considerate of the time of day
 - b. Be considerate of the presence of guests in the Council/Mayor'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 to this policy)
- 2. Councillors Reporting Resident's Concerns**
 - Councillors reporting on residents concerns will provide the name(s) of the complainant(s)

CAO Initials



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- Where a resident expressed 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.

3. 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 years 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 the 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 Councils’ Standing Committees.

CAO Initials

TOWN OF LUSELAND



Feedback, Concerns and Suggestions to Council - 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

CAO Initials