

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

