

How to File a Municipal Complaint

The Municipality is always looking for ways to identify opportunities to improve our services. If you have a complaint about one of our services, the process is as follows:

Informal Complaint

The majority of issues can be dealt with informally. Our staff would like the opportunity to attempt to resolve your concern or address your issue before it becomes a formal complaint at the department level:

1

Please contact the applicable department by phone, email, or letter with your name, contact information, and a description of the issue or concern.



403-562-8833



reception@crowsnestpass.com, or
online "Contact Us" form



2

The department will respond to you directly

Formal Complaint

If your issue can not be resolved at the department level, you may proceed to file a formal complaint.

1

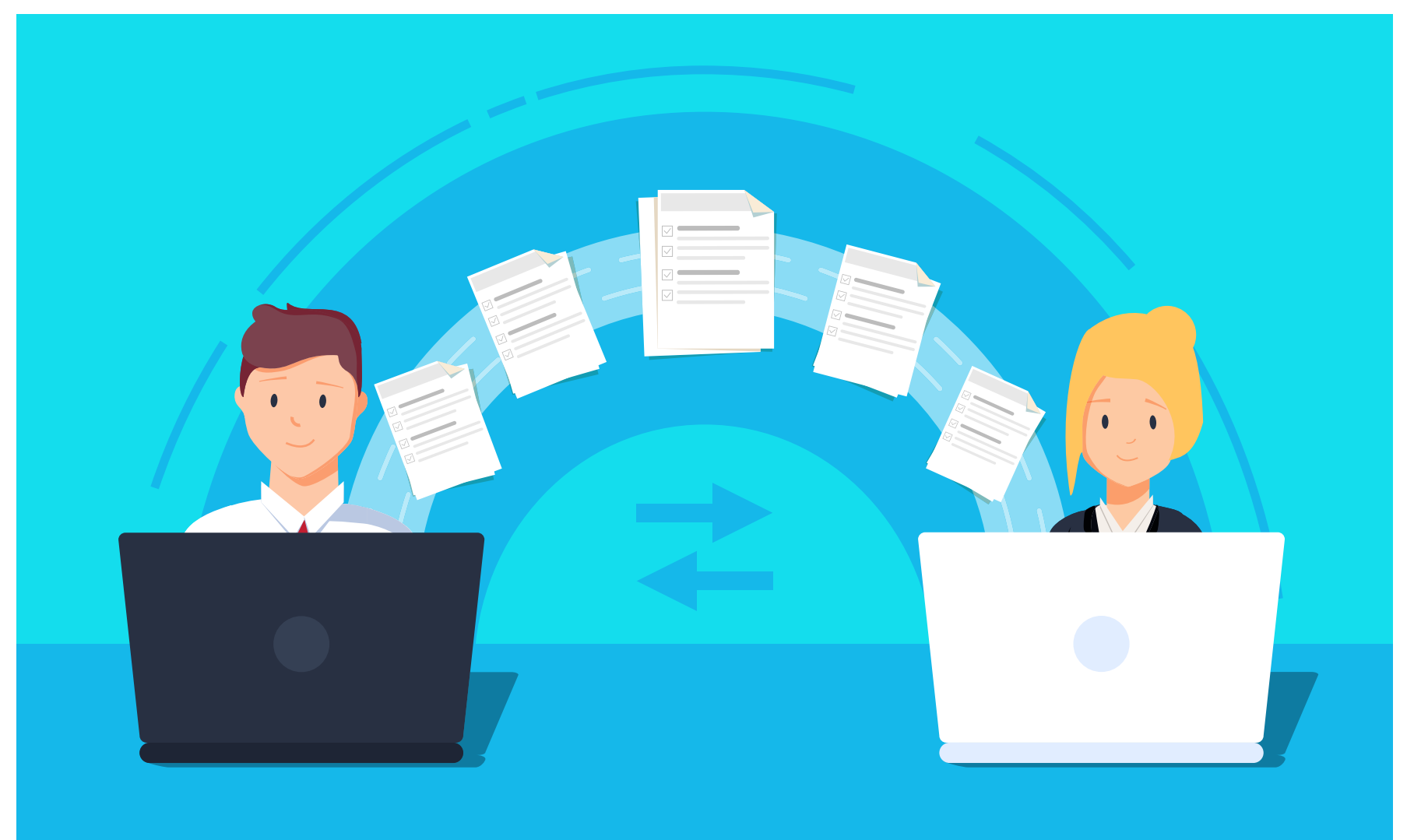
Formal complaints must be submitted on the Municipal complaint form. All complaints must be dated and signed by an identifiable individual.



2

Resolution:

- Complaints about an Employee will be transferred to the Manager of Corporate Services and the applicable Management Supervisor for resolution.
- Complaints about a service level or business process will be transferred to the applicable Department Head.



3

A decision will be provided to the Complainant in writing following an investigation.