



Notice of Public Meeting

With regard to a Proposed new policy: Protocol Policy for Complaints Related to Council Members and Local Boards – POL.COR.18.XX

Monday, May 7, 2018

Public Meeting at 7:00 p.m.

Town Hall, Council Chambers
32 Mill Street, Thornbury, ON N0H 2P0

What is being proposed?

The Blue Mountains Council will be holding a Public Meeting to receive comments on a new policy entitled "Protocol Policy for Complaints Related to Council Members and Local Boards". The Protocol Policy is a policy that works in conjunction with the Code of Conduct for Members of Council and Local Boards. The protocol policy defines the complaint handling process of the Town as it relates to Members of Council and Local Boards. An effective complaint handling system provides three key benefits to an organization: 1. It resolves issues raised by a person who is dissatisfied in a timely and cost-effective way; 2. It provides information that can lead to improvements; and 3. Where complaints are handled properly, a good system can improve the reputation of an organization and strengthen public confidence in an organization's administrative processes.

Notice is hereby given that the Council of The Corporation of the Town of The Blue Mountains, at its regularly scheduled Council Meeting on Monday, May 28, 2018, intends to adopt a new policy entitled Protocol Policy for Complaints Related to Council Members and Local Boards, POL.COR.18.XX.

Staff Report FAF.18.50 "Protocol Policy for complaints Related to Members of Council and Local Boards" provides additional information regarding the proposed policy. Copies of the Staff Reports are available through the Town's website, www.thebluemountains.ca.

Questions? Want more information?

Ask a Staff Member!

Jennifer Moreau, Manager Human Resources
519-599-3131 ext 244
hr@thebluemountains.ca

When will a decision be made?

It is important to note that a decision on the new policy "Protocol Policy for Complaints Related to Council Members and Local Boards, POL.COR.18.XX" has NOT been made at this point, and will NOT be made at this Public Meeting.

Following receipt of comments from the public, Staff will bring its recommendations to Council at the May 14, 2018 Committee of the Whole Meeting.

How can I make my views known about this proposal?

Comments at the Public Meeting aid the Town and Council in their decision making process, so be sure to have your say!

Any person or agency may attend the Public Information Session and Public Meeting and/or make verbal or written comments regarding the proposed changes to the Procedural By-law.

How do I submit my comments?

If you would like to submit comments in writing or would like to be notified of a decision on this proposal, submit your written comments or request during regular office hours (Monday to Friday from 8:30 a.m. to 4:30 p.m.) to Corrina Giles, Town Clerk at:

Town Hall, 32 Mill Street, Thornbury, ON
Telephone: 519-599-3131 ext. 232

Comments can also be faxed to Corrina Giles at 519-599-7723, or emailed to townclerk@thebluemountains.ca

Please note that any submitted comments become part of the **public record**, including names and addresses. Written comments are due by **Friday, May 4, 2018** so that they may be read at the meeting for the benefit of everyone in attendance.

Under the authority of the Municipal Act, 2001 and in accordance with Ontario's Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), all information provided for, or at a Public Meeting, Public Consultation, or other Public Process are considered part of the public record, including resident deputations. This information may be posted on the Town's website and/or made available to the public upon request.