

Lac La Biche County *Policy*

TITLE: Resident Response Policy

POLICY NO: ADM-14-011

RESOLUTION: 22.085

EFFECTIVE DATE: February 1, 2022

DEPARTMENT RESPONSIBLE: CAO Department

NEXT REVIEW DATE: August 1, 2022

POLICY STATEMENT:

Lac La Biche County acknowledges the important of communications with the public and our residents in a timely fashion. Providing timely communication ensures proactive, strategic, effectively managed, consistent and responsive feedback to the diverse needs of the public are met.

DEFINITIONS:

“Chief Administrative Officer or CAO” means the individual appointed to the position of Lac La Biche County’s Chief Administrative Officer, or his/her designate.

“Council” means the collective group of Elected officials who govern Lac La Biche County.

“County” means the Municipality of Lac La Biche County.

“Elected Official” means the Mayor and Councillors of Lac La Biche County.

“Public” means ratepayers, residents, staff, community organizations, businesses, suppliers, other levels of government, and all other individuals and groups with whom Lac La Biche County works and/or serves.

PRINCIPLES:

General Provisions

1. Lac La Biche County Council is responsible to ensure that the County’s powers, duties and functions are carried out appropriately, in accordance with the *Municipal Government Act*.
2. Communication functions are governed and guided by policies, practices, acts and plans (and any related procedures) to ensure professional and ethical conduct, and alignment with other corporate requirements.
3. Communication and correspondence between a member of the public and Lac La Biche County staff will be done with professionalism and respect at all times.
4. Correspondence received will be immediately referred to the appropriate County department for processing. Submitting correspondence may be via email, mail, voicemail, phone call, citizen reporting such as See Click Fix etc.

5. Lac La Biche County will acknowledge receipt of all correspondence of a public member.
6. Residents will be kept apprised of any new developments/major updates pertaining to the specific correspondence submitted.
7. The response timelines outlined in this Policy will have no impact to the legislated timelines of the *Freedom of Information and Protection of Privacy Act, inclusive of the Routine Disclosure and Active Dissemination Procedure.*

"Original Signed" _____ Chief Administrative Officer	February 14, 2022 _____ Date
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"Original Signed" _____ Mayor	February 17, 2022 _____ Date
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SPECIAL NOTES/CROSS REFERENCE: ADM-14-011 Procedure

AMENDMENT DATE:

Procedure

TITLE: Resident Response Procedure

PROCEDURE NO: ADM-14-011

EFFECTIVE DATE: February 1, 2022

DEPARTMENT RESPONSIBLE:

NEXT REVIEW DATE: August 1, 2022

GENERAL GUIDELINES:

Lac La Biche County acknowledges the need to have a Resident Response Policy and Procedure to provide effective and open lines of communication with members of the public.

DEFINITIONS:

See definitions in the *Resident Response Policy*.

PROCEDURE:

1. Lac La Biche County will acknowledge the receipt of any correspondence of a public member within three (3) business days from the received date.
2. County staff will acknowledge received correspondence as outlined below:
 - a. A timeline and/or estimated timeline for resolution;
 - b. The department(s) in charge and/or other agencies involved; and
 - c. The contact information of the employee(s) where the resident can continue open lines of communication.
3. Correspondence submitted that requires significant research will be acknowledged within three (3) business days, with the advisement that the request or concern will provide for a larger amount of time for staff to conduct research on the matter.
4. Lac La Biche County staff will ensure clarity is provided to the member of the public of which department(s) will be involved with the matter outlined in the correspondence received.
5. Consistent messaging will be maintained with the public to ensure open lines of communication on applicable correspondence.
6. County staff will ensure correspondence submitted from the public is filed at the discretion of Records Management protocols.

"Original Signed"

February 14, 2022

Chief Administrative Officer

Date

SPECIAL NOTES/CROSS REFERENCE: Resident Response Policy ADM-14-011

AMENDMENT DATE: