

FEEDBACK, CONCERNS AND SUGGESTIONS TO COUNCIL

1. Background

- Council is ready to receive input from the ratepayers of Mistusinne, 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 on the reverse.

2. Procedure for Contacting Council members

- Ratepayers may wish to make contact with the Mayor or Councilors, in person or by phone. In such cases, ratepayers 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 ratepayers put their input in writing and may recommend the use of the Input Form (attached).

3. Councilors reporting ratepayers' concerns

- Councilors reporting on ratepayers' concerns will provide the name(s) of the complainant(s).
- Where a councilor expresses a concern on a matter for which the Village already has a policy, that councilor 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 Councilor 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 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 clerk 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 clerk routinely deals.)

- Some suggestions may be referred to one of Council's Standing Committees

