

# City of Wetaskiwin Council Policy

## *Handling Anonymous, Frivolous and or Vexatious Complaints and Inquiries*



Policy Number:	CO-007
Effective On:	June 27, 2022
Approval History:	June 27, 2022
Review Frequency:	Every 4 Years
Responsibility:	CAO Office
Cross-Reference:	Whistleblowing Policy, Customer Service Directive

### **Policy Statement**

Wetaskiwin is committed to providing quality service in the most effective, efficient, and economical manner. In doing so, the Chief Administrative Officer will ensure all complaints and inquiries are dealt with in a fair and impartial manner while also ensuring that complaints or inquiries that are anonymous, frivolous, and/or vexatious do not consume a disproportionate amount of City time and resources.

### **Definitions**

“Frivolous or Vexatious” means the complaint is initiated with the intent to embarrass or annoy the recipient, and/or is part of a pattern of conduct by the complainant that amounts to an abuse of the complaints and/or inquiry process.

### **Purpose**

This Policy provides guidance when handling Anonymous, Frivolous and/or Vexatious complaints. Administration will not be required to act on anonymous complaints or inquiries unless the matter is regarding a serious public safety concern.

Frivolous and/or Vexatious complaints and/or inquiries applies to those initiated through any avenue available to the public for submitting complaints to the City.

Most complainants interact with employees in a polite and reasonable manner, however, occasionally the City receives unreasonably persistent, frivolous, and /or vexatious complaints or inquiries, often related, but not limited to, enforcement matters. While small in number, these can take up a disproportionate amount of administrative time which can impact the delivery of services for other users or result in unnecessary costs for Wetaskiwin taxpayers.

### **Standards**

The Chief Administrative Officer will review and amend the Administrative Directive associated with this Policy and ensure employees are aware of and trained on matters relating to this Policy and Administrative Directive and supporting processes, practices, and procedures.