

# Thomson Lake Regional Park

**Policy #** P-04-2021

**Policy Title:** Concerned Resident/Users of Thomson Lake Regional Park.

**Resolution No:** 2021-159

**Date Adopted:** December 13,2021

## **Policy Statement**

Thomson Lake Regional Park is committed to addressing concerns in a timely and efficient manner. The intention of this policy is to streamline concerns through use of a standardized form ensuring that all concerns are documented in the same fashion and treated with the same level of importance.

## **Guidelines**

This policy is meant to address concerns brought forth by the public.

Thomson Lake Regional Park does not accept verbal or anonymous concerns. Only formal concerns will be followed up on; the concern must be in writing and submitted using Form A. Attached hereto.

## **Procedures**

### ***Concern is Voiced***

- 1) Thomson Lake Regional Park resident/users who have a concern shall bring it to the attention of the Administrator or Operations Manager. It is the responsibility of the administrator or operations manager to:
  - Hear the concern
  - Address the concern at the frontline and, where appropriate, resolve the concern
  - Where the concern is beyond these staff members scope of duty the staff member shall:
    - a) Refer the concern to a staff member who can resolve the concern or.
    - b) Inform the user/resident that the concern must be escalated to the Board through the formal process, and complete the following steps:
      - Supply the resident/ user with a copy of the Concerned Resident/Users of Thomson Lake Regional Park Policy including Form A
      - Request the concerned party to complete Form A

### ***Completion of Form A***

- 2) It is the responsibility of the concerned resident to complete Form A and return to Thomson Lake Regional Park Administration staff via mail, email, fax, or in person.
- 3) Form A will also be used as a delegation form.

### ***Acceptance of Form A***

- 4) Upon receipt of the Form A, Thomson Lake Regional Park administration staff will complete the date received by fields in the *for-office use box and initial*.

- 5) Forms will then be reviewed by Thomson Lake Regional Park Operations Manager and Administrator and further information may be requested from the concerned individual, or other involved parties, to ensure the form is complete and all relevant information is collected.

**Presentation to the Board**

- 6) Thomson Lake Regional Park Operations Manager and Administration are responsible for adding the concern to the agenda at the next regular meeting of the board. Note: the concern must be received the Thursday prior to the meeting by noon. In the event the meeting date has been moved Form A and all additional pages are due in the office 5 days prior to the meeting before noon.
- 7) Council will review the concern and either:
  - a) Come to the decision as to how to best address hen concern and pass a motion that effect; or
  - b) Request further information from the administration, the concerned resident/user, or other involved parties. The concern will then ben readdressed at the next meeting of the board, or as soon as practicable following receipt of the further requested information.
  - c) Resident/User can will use Form A also as a delegation form and follow all guidelines.

**Follow-up**

- 8) In a situation where a concern is unable to be filly addressed at the same board meeting at which it was presented, Thomson Lake Regional Park administrator will keep in contact with the concerned resident/user as progress is being made toward rectifying the concern.
- 9) Once the board determines how best to address the concern, a written reply will be sent to the individual outlining what action has been or will taken to resolve the concern.



Chairperson



Administrator

# FORM A

## CONCERNED RESIDENTS/USERS OF THOMSON LAKE REGIONAL PARK

Date:
Name:
Mailing Address:
Lake Address:
Phone:
Email:


**Nature of Concern:**

Please include as much information and detail as possible, i.e., date, time, location, person(s) involved, etc. Be clear and concise in your description; state exactly what you would like to see done as a resolution. Attach any supporting documentation you may have. Additional pages can be attached if required please number and initial each additional page.

<b>Office Use Only</b>		
Date Received:	Time:	Signature:
Meeting date:	How it was received	