

VILLAGE OF BRODERICK CONCERN & COMPLAINT POLICY

If you believe anyone is violating policy or procedure, concerns for safety, community issues or inappropriate conduct, please feel free to fill out Village of Broderick complaint form. There are multiple options available to let us know about your concerns:

- (a) Download the form from our website and email to villageofbrodrick@gmail.com or
- (b) drop off in person to the office on Tuesdays 12-5pm or Thursday 930-1230pm.

Confidentiality

To provide a concern, all information has to be filled out correctly.

Please ensure that any information or personal details will be kept in the strictest confidentiality and will not be disclosed.

A complainant's responsibility is to:

- bring their concern, in writing, to Village of Broderick administration;
- raise concerns promptly and directly with administration;
- explain the problem as clearly and as fully as possible;
- allow Village of Broderick a reasonable time to deal with the matter, and
- recognize that some circumstances may be beyond the Village of Broderick's control.

Depending on the nature and complexity of the issue, it will take time to evaluate the concern therefore a timeline cannot be provided in handling a complaint and may vary.

Our aim is to resolve complaints and concerns fairly and as quick as possible.

The complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to satisfaction.

Village of Broderick responsibilities will be to:

- acknowledge the formal complaint in writing;
- respond within a reasonable time frame;
- deal reasonably and sensitively with the complaint or concern; and
- take action where appropriate.