

Title:	Complex Complaint
Policy No:	1045
Effective Date:	February 24, 2026
Motion Number:	26.078
Responsible Department:	CAO Services
Review Date:	February 24, 2027
Legal References:	Cross References:
Municipal Government Act, R.S.A., 2000, c.M-26. Access to Information Act, S.A., 2024, c.A-1.4. Protection of Privacy Act, S.A., 2024, c.P-28.5.	Policy 1025 Public Engagement Policy 6002 Development Enforcement
Purpose: To guide Greenview in identifying, assessing, and managing complex complaints, including those that involve multiple issues, cross-departmental considerations, unclear or evolving information, or situations requiring coordinated administrative responses, ensuring Greenview uses its resources effectively while maintaining a high standard of service excellence, responsiveness, and professionalism.	

1. DEFINITIONS

- 1.1. **Chief Administrative Officer (CAO)** means Chief Administrative Officer, or designate of Greenview.
- 1.2. **Complaint** means an expression of dissatisfaction or concern about the action or lack of action taken regarding operations, facilities, services, or programs provided by Greenview or by any person or body acting on behalf of Greenview. A Complaint may be spoken, written, or submitted through any other method of communication.
- 1.3. **Complainant** means an individual who is submitting a Complaint. Any person who uses or is affected by Greenview services may make a Complaint, residents, visitors, business, and community groups.
- 1.4. **Contracted Service Provider** means an individual, company, or other entity that has entered into an agreement with Greenview to perform services on Greenview’s behalf, whether on a continuing, periodic, or project-specific basis (e.g., janitorial services, building maintenance, specialized contractors).
- 1.5. **Council** means the Reeve and Councillors of the Municipal District of Greenview No. 16 and who continue to hold office.
- 1.6. **Cyberbullying** means the use of communication technologies to engage in deliberate, repeated or hostile behaviours intended to harm, embarrass, harass or slander someone deliberately, including but not limited to: social media outlets (e.g. Facebook, Instagram,

X, YouTube, LinkedIn, etc.), personal blogs, web pages, discussion groups, or online media/newspaper articles.

- 1.7. **Employee** means a person employed by Greenview in any capacity.
- 1.8. **Feedback** means an opinion or comment about a program, facility, service, or Employee.
- 1.9. **Frivolous** means a Complaint or Request that has no serious purpose or value, has little merit, or is trivial in nature, and may form part of a pattern of conduct that abuses the right of access, interferes with Greenview's operations, or is made in bad faith or for a purpose other than resolving the issue.
- 1.10. **Greenview** means the Municipal District of Greenview No. 16.
- 1.11. **Unreasonable** means a Complaint or Request that, without proper or justified cause, causes or is likely to cause distress, disruption, or undue burden to Greenview, its employees, or members of the public. It includes behaviour that, by its nature or frequency, interferes with Greenview's ability to effectively address the individual's Complaint or the Complaints of others.
- 1.12. **Vexatious** means a Complaint or Request that lacks merit and is pursued in a manner that is malicious, intended to inconvenience, embarrass, or harass the recipient, or forms part of pattern on conduct by the Complainant that missuses or abuses Greenview's complaint processes and procedures.
- 1.13. **Volunteer** means an individual who, without expectation of compensation, offers their time, skills, or services to support Greenview programs, events, or operations, including but not limited to Volunteer Firefighters and community volunteers.

2. POLICY STATEMENT

- 2.1. Greenview is committed to delivering high-quality service while ensuring that municipal resources are used effectively and efficiently to support service excellence and timely responsiveness to the public. This Policy addresses complex complaints-including those that are Frivolous, Vexatious, or Unreasonable-that demand a disproportionate amount of administrative time and resources, hinder operational efficiency, or impede Employees from addressing other essential municipal responsibilities.
- 2.2. This Policy applies to all Employees, Volunteers, and Contracted Service Providers of Greenview and does not apply to complaints about Members of Council, members of advisory or quasi-judicial committees or boards, matters governed by statutory or legislated review processes, employee-to-employee or workplace complaints, or allegations, involving violations of Canada's Criminal Code.
- 2.3. This Policy does not apply where legal action involving Greenview or a Greenview official has been threatened or initiated. It also does not apply to routine service inquiries, general feedback, or standard concerns submitted through Greenview's regular public engagement channels. These types of interactions are addressed through Greenview's established communication and engagement practices, which provide accessible and

consistent opportunities for the public to share input, request information, or raise concerns about municipal programs, facilities, services, or staff.

3. PROCEDURE

- 3.1. Greenview will assess complex complaints and related conduct through a consistent and fair process. A complaint or a Complainant's behaviour may be considered complex, frivolous, vexatious, or unreasonable when it involves multiple or unclear issues, requires significant staff coordination, places excessive or repetitive demands on employee time, or otherwise disrupts Greenview's ability to deliver services. These classifications may arise from repeated behaviour over time or from a single serious incident. If any behaviour or situation presents an immediate threat to staff or public safety, Employees must contact 9-1-1 immediately.
- 3.2. When evaluating behaviour under this Policy, Employees may consider examples such as:
 - A) Refusing to provide information necessary for Greenview to understand or investigate a complaint;
 - B) Submitting frequent or repetitive communication across multiple platforms and attempting to revisit matters that have already been reviewed and concluded;
 - C) Refusing to accept Greenview's decision when no new information is presented and making requests that place an unreasonable burden on municipal resources;
 - D) Expressing intent to disrupt or inconvenience staff;
 - E) Filing complaints with no serious purpose or value;
 - F) Using the complaint process to retaliate against individuals or escalate private disputes;
 - G) Making excessive demands on staff time through prolonged calls, numerous emails, or persistent online contact and engaging in intimidating, threatening, or abusive behaviour toward Employees;
 - H) Making unfounded allegations or threats against Employees; or
 - I) Engaging in cyberbullying, online harassment, or hostile conduct directed at Greenview or its staff. These examples guide the assessment but are not exhaustive, and each situation must be evaluated on its own facts.
- 3.3. Before any determination is made, Employees must document the behaviour or communication that may warrant classification. Documentation may include emails, letters, screenshots, social media posts, photographs, voicemails, or staff notes summarizing conversations or incidents. All information must be recorded accurately, objectively, and retained in accordance with Greenview's Records Retention Process.
- 3.4. After reviewing all available information, the CAO, in consultation with the Senior Leadership Team and legal counsel where necessary, will decide whether the conduct meets the criteria established under this Policy. Where a classification is confirmed, the CAO may authorize appropriate restrictions on communication or access tailored to the circumstances and intended to ensure the efficient and safe delivery of municipal services.

4. GUIDING PRINCIPLES

4.1. Service-Oriented

- i) Greenview will review complex complaints in a timely, fair, and consistent manner, ensuring clear communication and reasonable expectations for both the Complainant and staff.

4.2. Continuous Improvement

- i) Greenview will monitor trends and issues arising from complex complaints to support ongoing improvements in service delivery, administrative processes, and public engagement practices.

4.3. Fair and Impartial

- i) All complaints will be assessed objectively and without bias. Any classification under this Policy will be based on documented information and established criteria and will not affect a Complainant's access to routine municipal services.

4.4. Accountability

- i) Greenview will provide clear and evidence-based explanations for decisions made under this Policy. Staff involved in reviewing complex complaints will receive appropriate guidance and support from supervisors and senior administration.

4.5. Accessibility

- i) Greenview is committed to ensuring that all residents, visitors, businesses, and community groups can access municipal services and communicate concerns through fair and accessible methods consistent with Greenview's public engagement practices.

4.6. Confidentiality

- i) Complaints will be managed with discretion and in accordance with the Access to Information Act, with disclosure limited to what is necessary to address the matter or meet legislative requirements.

5. COUNCIL RESPONSIBILITIES

5.1. Members of Council and Council Committees who encounter behaviour they believe may be complex, unreasonable, or otherwise disruptive may bring the matter to the attention of the CAO. The CAO will review the concern and determine whether it falls within the scope of this Policy and whether any administrative action is required. Council's role is limited to reporting concerns; they do not direct or manage the complaint process.

5.2. All follow-up, assessment, and decisions related to the conduct of a Complainant will be handled through Administration in accordance with Greenview policy and established governance practices.

6. ADMINISTRATION RESPONSIBILITIES

- 6.1. Employees are responsible for identifying concerning complaint behaviour and advising their Supervisor or Manager when it affects service delivery or the health and safety of the worker. Relevant details should be provided, including interaction history, communication volume, steps taken to address the issue, and any behaviour indicating escalation
- 6.2. Directors, Managers, and Supervisors review information provided by Employees and determine whether further administrative action is required. Before escalating, supervisory staff confirm that reasonable attempts were made to resolve the issue and that no new or significant information is being raised.
- 6.3. The CAO reviews cases escalated by supervisory staff and determines whether conduct meets the criteria of this Policy. The CAO may consult with other departments to understand the Complainant's broader interactions and will determine appropriate administrative actions or restrictions when necessary.
- 6.4. When behaviour is classified as Frivolous, Vexatious, or Unreasonable, the CAO will issue written notice outlining the decision, restrictions being applied, and the review date. Restrictions may include limits on communication methods or timeframes, assignment to a single point of contact, refusal to revisit resolved matters, adjustments to facility access, or reduced contact in severe cases.
- 6.5. A Complainant may appeal restrictions within thirty (30) days by submitting a written request to the CAO. The CAO will respond within ten (10) days and may uphold, modify, or remove restrictions. Restrictions carry a set review date based on the seriousness of the conduct. Additional restrictions may be applied if they are not followed. New complaints from a restricted Complainant will be assessed individually to determine whether restrictions should also apply.
- 6.6. Employees maintain clear, factual records of interactions involving concerning behaviour, including correspondence, call notes, screenshots, or summaries of incidents. All documentation is retained in accordance with Greenview's Records Retention Process.