



Mountain View
C O U N T Y

Media Release

1408 Twp. Rd. 320 / Postal Bag 100, Didsbury, AB Canada T0M 0W0
T 403.335.3311 F 403.335.9207 Toll Free 1.877.264.9754
www.mountainviewcounty.com

July 16, 2009

Highlights from the Regular Council Meeting of 15/07/09

County takes steps to improve customer service

New Complaint form available to the public

A new policy will assist Mountain View County to deal more effectively with concerns from the public. On Wednesday, Council gave unanimous approval to Policy 1021- Complaint Process Policy, and the accompanying Procedure 1021-01, establishing a process for the handling of complaints received by the County from the public.

According to Director of Legislative and Community Services Tony Martens, the new policy stipulates that all complaints received by the County will be reviewed and responded to; are treated in a consistent and fair manner, and sets forth a process that adequate information is received to properly and thoroughly process a complaint. "In order to effectively deal with complaints received by the County, there must be a consistent process across all departments as to how the complaints will be handled," says. "This bylaw ensures that any complaints are dealt with in a fair and open manner."

Complaint forms will be available at the County office; online at <http://www.mountainviewcounty.com/contactus>; or may be submitted in-person at the County office, by mail, email, or fax. County employees will also be trained to accept complaints over the phone from the public. Complaints will not be considered complete until all the information required on the form is provided. Written records of complaints will be available for future reference, and anonymous complaints will not be accepted.

Council approves new approach to James River Hall

New access to mitigate flood, access issues at facility

On Wednesday, Council unanimously approved a proposal from Operational Services to move the approach to James River Hall to the north; and will upgrade the access road to improve drainage at the facility. The changes come after requests by Councillors Gerald Ingeveld and Liz Negropontes to look at the approach to the facility. "Now that the hall is officially open, after four years of hard work by local residents and contractors who donated hundreds of hours of work toward the project, the realignment of the approach and culvert will help to prevent a repeat of the flooding of 2005," added Ingeveld, who is the Councillor for the area.

The cost of the project will not exceed \$16,000, with the funding to come from the Tax Rate Stabilization Fund.

-30-

Media inquiries may be directed to

Jonathan Koch

Communications Coordinator

403-335-3311 ext. 214

jonathan.koch@mountainviewcounty.com