



THE CORPORATION OF THE TOWNSHIP OF MATACHEWAN

HOW TO PROPERLY COMMUNICATE WITH COUNCIL

Q: How do I properly address a concern to bring a complaint forward to the Municipality?

A: The municipal staff at the Township Office are here to help you and provide you with information. They are here to implement and enforce the decisions of council. Staff can accept your complaints, however all complaints **must be made in writing** so that they can be brought to council. It is not consistent, acceptable or productive to unload your frustrations on municipal staff members or Councillors. Your concerns can be addressed in a Council meeting.

Q: Can I address issues with council members when I see them?

A: Although councillors sometimes welcome impromptu leisurely discussions relating to their position on their own personal time or at their place of work, items that you would like council to be made aware of should be brought forward to all of council not just one member and must be made in writing.

Q: How do I go about putting my complaint or concern in writing?

A: If you have a By-law complaint, fill out the By-law complaint form. If your concern is not pertaining to a By-law, fill out a delegation request form or submit a letter to council. All requests to appear before Council shall be submitted to the Clerk at the Municipal Office not later than the Tuesday in the week preceding a Council meeting, accompanied by a written brief outlining the subject matter of the presentation and such presentation shall be limited to fifteen (15) minutes. The Clerk shall include correspondence and petitions on the agenda and shall provide the originals to Council at its regular monthly meeting.

As per the zero tolerance memorandum; the clerk will be strictly screening all delegation requests and correspondence as to the suitability of content, all those failing such scrutiny will be refused and will not be on the agenda.