



# Municipality of Souris-Glenwood

## Formal Complaint Form (Policy 27-2025)

You can make a complaint if you are unhappy with the delivery of Municipal services, or if you did not have a positive experience. The complaint may include:

- the service itself
- actions/lack of actions by an employee
- an issue with a policy, program, process or procedure
- Examples of complaints:
- You have requested something from a Municipal employee, and the request is not completed
- The service that you received was not as you expected it to be
- You feel you were treated unfairly
- You have contacted the Municipality and did not receive a response

A complaint is different from a request for service, feedback, compliment or suggestion. For these, please contact the Municipal Office @ [service@sourismanitoba.com](mailto:service@sourismanitoba.com) or 204 483 5200.

Under this policy, the following types of complaints do not apply:

- Anonymous Complaints;
- Complaints regarding a decision or recommendation of Council or a Committee of Council;
- Complaints regarding whether a meeting of Council was appropriately held in accordance with the Closed Meeting provisions outlined in the Municipal Act, (closed meeting complaints are governed by the Manitoba Ombudsman);
- Complaints about Members of Council (as they are governed by the Council Code of Conduct;
- Complaints which involve ongoing litigation;
- Complaints from Employees about other Employees or working conditions (subject to the Respectful Workplace and Harassment Policy)
- Frivolous, Vexatious or Unreasonable Requests or Complaints;
- Issues that have statutory review and appeal processes including but not limited to Freedom of Information Requests, development charge levies, land use planning, by law notices, orders and appeals;
- Outside boards and agencies including, for example, the Glenwood - Souris Library, the Victoria Park Lodge;

- Requests for Service;
- Requests to change a by-law;
- Suggestions;
- Civil matters.

## 1. Complainant Information

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Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## 2. Complaint Details

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Type of Complaint:

☐ Garbage Collection

☐ Road Maintenance

☐ Water/Sewer Service

☐ By-law Enforcement: \_\_\_\_\_

☐ Other: \_\_\_\_\_

Location of the Issue:

(Provide address or landmark)

\_\_\_\_\_

Date and Time of Incident:

\_\_\_\_\_

Description of the Problem:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 3. Supporting Evidence

☐ Photos Attached

☐ Videos Attached

☐ Other Documents: \_\_\_\_\_

### 4. Desired Resolution

What action would you like the municipality to take?

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### 5. Declaration

I hereby declare that the information provided above is true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Office Use:

Receiving Clerk:	Date Received:
Entered in Log:	Date Entered: