



VILLAGE OF BERWYN

COMPLAINT FORM

A complaint is an expression of dissatisfaction related to the Village of Berwyn programs, services, facilities, staff members or residents and their properties.

Please complete the form below in full and submit to the Village of Berwyn either by person, postal mail to Box 250, Berwyn, AB, T0H 0E0 or email: vberwyn@serbnet.com.

All complaint forms must be signed or they will not be accepted as a legitimate complaint. If deemed necessary sealed envelopes may be marked Confidential to the attention of the Chief Administrative Officer or Berwyn Village Council.

Area of Complaint:

Bylaw Enforcement _____

Administration _____

Facilities _____

Roads/Sidewalks _____

Garbage/Recycle _____

Fire Dept. _____

Animal Control _____

Utilities _____

Other (specify) _____

Action requested by:

Name: _____ Telephone: _____

Address: _____

Email or Phone Number: _____

COMPLAINT DETAILS:

Please describe the nature of your request, examples included:

- Details of what happened
- Where did this happen?
- When was the occurrence?
- Who was involved?
- What was said or done at the time of the occurrence?
- What kind of resolution is being sought?

Location of Concern: _____

Details: _____

All complaints will be dealt with in a confidential manner according to the Municipal Freedom of Information and protection of Privacy Act. Information will be collected, used and disclosed in accordance with the Act.

Name of Requestor/Complainant Signature of Requestor/Complainant Date/Filing

For Office Use Only:
Referred to: _____ Date: _____
Recommended Action: _____

Source Notified: Yes _____ No _____ Date _____
Notified By: _____
Details:

Work Completed:
Date: _____ By Whom: _____