

## **FEEDBACK, CONCERNS AND SUGGESTIONS TO COUNCIL**

### **Background**

- Council is ready to receive input from the ratepayers of Mistusinne, including:
  - Feedback concerning actions already taken by Council,
  - Suggestions regarding actions recommended to Council,
  - Both criticisms and compliments.
- The most useful form of input:
  - Is in writing so that all members of Council hear the same input.
  - Contains recommendations for specific action by Council.
  - Is submitted using the Input Form on the reverse.

### **Procedure for Contacting Council**

- Ratepayers may wish to make contact with the Mayor or Councilors, in person or by phone. In such cases, ratepayers are asked to:
  - Be considerate of the time of day.
  - Be considerate of the presence of guests in the Council member's home.
- Council member members will not engage in dialogue that is rude or abusive.
- In most cases, Council members will recommend that ratepayers put their input in writing and may recommend the use of the Input Form on the reverse.

### **Dealing with input**

- Some input may be able to be dealt with immediately with a simple action such as a phone call, etc.
  - In such cases, the Councilor may indicate that "unless you hear otherwise from me, we are likely to take the following action."
- Other action may require more lengthy consideration such a policy revision or inclusion in the following year's budget.
- Council makes no promise to answer all verbal input received.
- However, Council does promise that each Input Form will receive consideration on the agenda of the subsequent regular meeting of Council and a reply in writing.
- Some suggestions may be referred to one of Council's Standing Committees

