

# COUNTY OF ST. PAUL NO. 19

*Our Mission - To create desirable rural experiences*



## ADM-2 Confidentiality of Complaints Policy

Department: Administration

### POLICY OBJECTIVE:

The County of St. Paul desires to ensure confidentiality in the complaint management process. The County wishes to ensure that those with legitimate complaints will not be discouraged from registering them with the County, but also to ensure that personal agendas are not carried out.

### POLICY STATEMENTS:

#### 1.0 General Matters

- 1.1 The County shall not act on complaints regarding infractions pertaining to statutes, bylaws, or complaints against County personnel unless the complainant is prepared to put his or her claim in writing and to leave their name with Administration.
- 1.2 The name of the complainant shall remain confidential.