

1. Background

- Council wish to receive input from the ratepayers of Hanley, 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 (attached).

2. Procedure for Contacting Council members

- Ratepayers may wish to make contact with the Mayor or Councillors, 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 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 (attached).

3. Councillors reporting ratepayers' concerns

- Councillors reporting on ratepayers' concerns will provide the name(s) of the complainant(s);
- Where a councillor expresses a concern on a matter for which the Town already has a policy, that councillor should be prepared to stipulate the specific policy changes being suggested.

4. Council 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 Councillor 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 as 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.

- Where Council advises the Administrator to write either to the subject of the complaint or in reply to a complainant, that decision must first be taken in the form of a motion which stipulates the exact nature of the reply (such is not the case where the complaint is of a routine nature and with which the Administrator routinely deals);
- Some suggestions may be referred to one of the Council's Standing Committees.

INPUT FORM

Sent via **(check one)** Mail to Box 270, Hanley, SK S0G 2E0

Email to townahanley@sasktel.net

Fax to 306-544-2261 (office)

Hand delivered to _____

Name of Councillor

Name of Hanley ratepayer: _____

Civic Address: _____

Phone number: _____

Email address: _____

This input is intended as a (check where applicable):

Feedback concerning actions already taken by Council

Suggestion regarding future actions by Council

General enquiry or concern

Criticism for Council

Approval for Council

Signature of ratepayer: _____

Date Submitted: _____