

## Frivolous and Vexatious Complaints Policy

### 1.0 Policy Statement

The City of Mount Pearl is committed to providing exemplary service to all members of the public and resolve complaints in a timely manner. The City will not attend to complaints that are frivolous and vexatious. Such complaints consume a disproportionate amount of City time and resources and impede employees from attending to other essential issues. For information on the City's complaints policy please refer to the City's *Complaint Management Policy (CS-CM-01)*.

### 2.0 Scope

This policy applies to complaints to the City of Mount Pearl that are frivolous and vexatious in nature. This policy does not apply to complaints about City employees. For such cases, refer to the City's *Complaint Management Policy (CS-CM-01)* and the City's *Employee Code of Conduct (HR-ECC-01)*. Complaints involving elected officials should be forwarded to the Office of the Chief Administrative Officer in compliance with the *City Council Code of Ethics Policy (CAO-CCCE-01)*.

### 3.0 Purpose


The purpose of this policy is to establish a guidelines and procedure to be used by all City employees when handling Frivolous and Vexatious complaints.

### 4.0 Related Documents

For more information please refer to the City's related document:

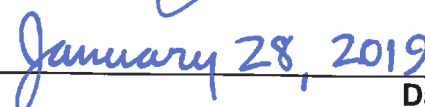
- *Frivolous and Vexatious Complaints Procedure*

### 5.0 Approvals



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Steve Kent, Chief Administrative Officer



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Date