

CITY OF SURREY ETHICS COMMISSIONER OFFICE

POLICY NO. 2020-01

COMPLAINT INTAKE POLICY

Purpose

This Policy is intended to describe the intake process for complaints made to the Ethics Commissioner. This Policy provides guidelines for the review and processing of complaints, and for the notification to Council Members of allegations made against them.

Citation

This Policy may be cited for all purposes as the “SECO Complaint Intake Policy No. 2020-01”.

Scope

This Policy applies to all complaints received by the Ethics Commissioner.

Definitions

For the purpose of this Policy:

“**Code**” means the *Council Code of Conduct Bylaw, 2020, No. 20020*;

“**Complainant**” means the person who submitted the Complaint Form;

“**Complaint Form**” means a form that is filled out for the purposes of making a complaint to the Ethics Commissioner, as provided on the Surrey Ethics Commissioner Office website;

“**Establishment Bylaw**” means the *Ethics Commissioner Establishment Bylaw, 2020, No. 20018*;

“**Formal Complaint**” means a complaint, in compliance with sections 66, 68 and 69 of the Code, that the Ethics Commissioner has accepted for the purposes of a Formal Review; and

“**Formal Review**” means the Ethics Commissioner’s review of a Formal Complaint in accordance with section 70 of the Code.

