



GOVERNANCE STANDING POLICY COMMITTEE REPORT

Title CC-72: Customer Code of Conduct Policy

Meeting Date June 27, 2024

Submitted By Travis Hillier, General Manager – Customer Service and Corporate Performance

Summary

The proposed new CC-72: Customer Code of Conduct Policy recognizes the importance of maintaining a positive and productive environment for all interactions with our customers. It establishes clear expectations and promotes positive behaviours to enhance the effectiveness of City operations and ensure the well-being of all parties involved. The policy aims to foster mutually respectful and constructive interactions and is aligned with Alberta Ombudsman guidelines.

Recommendation(s)

That the Governance Standing Policy Committee recommends that Council:

1. Adopt the new CC-72: Customer Code of Conduct Policy as provided in Attachment 1.

Financial

There is no specific budget implication with this new policy. It should be noted however, that many of the actions that would be in breach of this policy could cause inefficient and ineffective use of City resources.

Background and Prior Decisions

Members of City Administration attended a workshop with the Alberta Ombudsman in January 2024. During this workshop many topics were discussed including recommending that municipalities have policies and processes in place to effectively manage unreasonable conduct by complainants. A guideline was shared titled Dealing Fairly with Unreasonable Conduct by Complainants which was used to guide the development of the new CC-72: Customer Code of Conduct Policy for the City of Lethbridge.

Engagement

Applicable internal stakeholders within the City were engaged during the creation of the new CC-72: Customer Code of Conduct Policy.

Recommendation and Option(s) Analysis

Recommended Option:

That the Governance Standing Policy Committee recommends that City Council adopt the new CC-72: Customer Code of Conduct Policy.

- *Community/Citizen:* This new policy establishes clear expectations and promotes positive behaviour to enhance the effectiveness of City operations and ensure the well-being of all parties involved. It identifies what is considered reasonable behaviour and outlines restrictions should a customer be in breach of the policy.
- *Risk:* Having this policy in place creates clear customer expectations and defines the process if a customer is in breach of the policy. This creates clarity for all parties involved and sets the parameters should a customer ever file a formal complaint to the Alberta Ombudsman regarding any restrictions placed on their interactions with the City.
- *Implementation and Communication Plan:* If the new policy is approved by City Council it will be added to the City's website and reviewed once per term as stipulated in CC-01: Policy Development, Implementation and Evaluation.

Alternate Option:

That the Governance Standing Policy Committee recommends that City Council not adopt the new CC-72: Customer Code of Conduct Policy and we continue to operate based on the status quo.

Attachment(s)

1. CC-72: Customer Code of Conduct Policy
2. FS-00PR-01: Resolution of Customer Inquiries Procedure

Link(s)

1. [Alberta Ombudsman – Dealing Fairly with Unreasonable Conduct by Complainants](#)

Approvals

Department Director: Darrell Mathews

City Manager: Lloyd Brierley