

Village of Barons

Policy

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Prepared By: Jen Durell	Date: January 27, 2025	Supersedes:

TITLE: CUSTOMER CODE OF CONDUCT

POLICY STATEMENT:

The Village of Barons is committed to serving the community by providing fair, consistent and accessible service to members of the public while attending a Village Facility, Program or while being provided with a Village Service. The Village of Barons is also committed to its employees by providing a safe working environment. On occasion, members of the public may make unreasonable demands or act in an inappropriate manner, such as harassing or by being threatening.

Employees are expected to treat all members of the public with respect and dignity regardless of the members of the public’s behaviour.

PURPOSE

The purpose of this policy is to contribute to the Village of Barons’ commitment to service excellence and good governance by addressing all requests and complaints equitably and efficiently, while acknowledging that there may be a need to protect staff from inappropriate behaviour.

Members of the public, visitors to Village Facilities, Program(s) or individuals conducting business with the Village shall refrain from inappropriate behaviour towards employees, elected officials and any person acting on behalf of the Village of Barons. If inappropriate behaviour occurs, the Village will take appropriate action to ensure a respectful workplace.

From time to time, it may be necessary for the Village of Barons to restrict or amend the way we allow an individual member of the public to communicate with us or how we communicate with them. This may be at the individual member of the public’s request, or the Village may also choose to restrict an individual member of the public’s contact.

If the Village determines, based on the member of the public’s previous contact with the Village, it is no longer appropriate for them to communicate with the Village or the Village’s employees in the same way as other members of the public this policy comes into effect.

Where a member of the public continues to behave unreasonably or in an inappropriate manner for a prolonged period of time, or it has been deemed that the behaviour is severe, the following policy outlines the necessary steps for restricting the form and manner of contact with the Village.

DEFINITIONS

“Chief Administrative Officer (CAO)” means the Chief Administrative Officer of the Village of Barons.

“Member of the public” is any individual other than an employee as defined in this policy.

“Designate” a person chosen to officially do a particular job (e.g. CAO designates someone to carry out CAO duties while away.)

“Employee” is any person employed by the Village which includes and is not limited to any person employed in the capacity of a full-time, part-time, casual, term, seasonal, summer, contracted position or volunteer of the Village of Barons.

“Facility” is a building, structure, parks, playgrounds, tennis courts, and ball diamonds or area whether indoors or not that is operated by the Village.

“Inappropriate Behaviour” includes but is not limited to:

- "Non-Compliance" refers to the deliberate disregard or violation of the established guidelines or rules governing the use of Village property or facilities, as outlined at each respective location.
- “Harassment” is any single incident or repeated incidents of objectional, inappropriate, or unwelcome conduct, comment bullying, unwelcome joking or display, action, or gesture by a person that the person knows or ought reasonably to know will or would cause offence, humiliation, or intimidation to another person, or adversely affects the other person’s mental and/or physical health and safety.
- “Hostile” is showing strong dislike, behaving unfriendly or aggressive.
- “Threatening” is having a hostile or deliberately frightening quality or manner, showing an intention to cause bodily harm or causing someone to feel vulnerable or at risk.

“Program” is an activity, event, course, or class organized and operated in any of the Village’s facilities,

“Property” means lands, premises, road allowances, parks, playgrounds, tennis courts, ball diamonds or other grounds associated with buildings owned, leased, or otherwise controlled by the Village as well as any vehicles including the Village’s equipment.

“Village” is the corporation of the Village of Barons.

Examples of what might be considered inappropriate behaviour are provided below. The list is not exhaustive, nor does a singular action set out below necessitate the application of this policy.

- Entering restricted areas or loitering in non-permitted zones of a Village facility without proper authorization, leading to potential safety concerns or disruption to others.
- Interfering with work by the Public Works.
- Residents not respecting barriers around worksites.
- Willfully causing damage or vandalism to Village property or equipment or engaging in theft or attempted theft of Village property.
- Using Village equipment or facilities for personal use without permission, or ignoring posted safety guidelines, such as bypassing security measures.
- Failing to adhere to established procedures for the use or maintenance of Village facilities, including improper disposal of waste or unauthorized alterations to equipment.
- Engaging in behaviour that creates a hostile environment for others using the facilities, such as verbal abuse, physical altercations, or disrupting scheduled activities by refusing to follow staff instructions or interfering with the activities of others.
- Complaints concerning an issue which staff have already investigated and determined to be groundless.
- Complaints concerning an issue which is substantially similar to an issue which staff have already investigated and determined to be groundless (e.g. with respect to the same neighbour or same property).
- Unreasonable conduct, which is abusive of the complaints process including, but not limited to:
 - harassing, verbally abusing or otherwise seeking to intimidate staff dealing with a complaint;
 - excessive or multiple lines of enquiry regarding the same issue (e.g. pursuing a complaint with staff in multiple Village departments and/or an elected official simultaneously) while a complaint is in the process of being investigated;
 - repeatedly challenging the findings of a complaint investigation, complaining about the outcome and/or denying that an adequate response has been given;
 - refusing to accept that an issue falls outside the scope of the Village's jurisdiction;
 - making unreasonable demands on staff by, for example, insisting on responses to complaints and enquiries within an unreasonable time-frame;
 - making statements or providing representations that the subject person knows or ought to know are incorrect, or persuading others to do so;
 - demanding special treatment from staff by, for example, not following the normal chain of command and immediately demanding to speak to a supervisor;
 - using new complaints to resurrect issues which were investigated and completed in previous complaints;

- changing the basis of the complaint as the investigation progress and/or denying statements made at an earlier stage;
- refusing to co-operate with the investigation process while still wanting the complaint to be resolved;
- failing to clearly identify the precise issues of the complaint, despite reasonable efforts of staff to obtain clarification of the concerns; or
- providing false or misleading information.

PROCESS

The Village of Barons approach to managing members of the public inappropriate behaviour is to follow a four-stage process.

Anonymous complaints as they are difficult, if not impossible, to assess or investigate will not be dealt with through this policy.

Stage 1 “Warning”: Members of the public displaying inappropriate behaviour (action, comment or joke that is offensive) will be warned politely by the Village representative they are dealing with. It is important to let the individual know exactly what behaviour has offended you.

This initial response is intended to notify the offender that their actions are inappropriate and give the individual an opportunity to change the offensive behaviour.

Stage 2 “The Single Point of Contact”: If the inappropriate behaviour continues, Village of Barons may adopt a “single point of contact” approach. This does not restrict the way the member of the public can deal with Village of Barons but restricts contact to one Village employee. The single point of contact should be the CAO. This appointed contact is responsible for managing future contact with the Village of Barons. It is important to note that a record of incidents shall be documented and include the following: date, times, locations, possible witnesses, what happened, your response, etc.

Stage 3 “Restricted Contact Channels”: If the member of the public, even when dealing with their single point contact, continues to display inappropriate behaviour, their contact channels may then be restricted further. For example: only dealing via email, telephone or in person. These decisions will be made by CAO with consultation with Council. It is important to note that the Village ’s restriction on an individual’s contact enables Village of Barons to deal with them efficiently and effectively; however, it may not be permanent. If a member of the public subjected to this procedure alters their behaviour, there is no reason why they should continue to be limited to a single point of contact.

Stage 4 “Public Ban”

If a member of the public continues to display inappropriate or disruptive behaviour despite the

previous stages of intervention, a public ban may be implemented. This stage involves restricting the individual from accessing certain Village facilities, programs or conducting business with the Village of Barons. When advancing to Stage 4, the individual member of the public should receive formal written notice detailing the reasons for the ban, specific location(s) or facilities affected, the duration of the ban and any other conditions of the restriction.

The CAO is responsible for issuing and communicating the notice, ensuring transparency and proper documentation of the process.

When a member of the public passes from one stage to another, they should receive confirmation of their status accompanied by an explanation. Notice should be provided in writing by the CAO. It is possible for a member of the public to progress from Stage 1 directly to any other Stage if the Village of Barons deems it appropriate to protect its staff warrants the immediate restriction of their contact channels.

ANNUAL REVIEW

This policy shall be reviewed annually with all staff. If an incident occurs prior to the date of renewal, this policy shall be revisited.

COMMUNICATION

As communication is important, both staff and the public will be informed of this policy. The Village will post this on its website, bulletin board at the Village Office and Canada Post bulletin board. Copies will be made available to those wishing to have a copy.

APPEAL

If someone does not agree with the decision made, an appeal can be made to Council for their consideration. If someone still does not agree with the decision, they have the option of obtaining legal advice.

CUSTOMER CODE OF CONDUCT COMPLAINT FORM

All incidents/complaints must be made by filling out this form. Any verbal complaints will be dismissed.

Please fill in this form to file a Customer Code of Conduct complaint about a resident/staff member for the Village of Barons and email it to cao@barons.ca. Try to fill in as much as possible with exact details.

Your name	
Your telephone number	
Your email address	
The name of the person you are complaining about (otherwise known as the Respondent)	
Respondent's title if any	
Where was the Respondent when the alleged incident took place	
Your relationship with the Respondent (for example, Council member, member of the public, staff)	

What are the details of your complaint?

1. How do you know about this incident?
(for example, it happened to you, or you were there as a witness)

2. Where did the incident take place?

3. When (date and time if you have it) did the incident take place?

4. What happened?
(Describe in detail what took place, specifying the role of the respondent in the incident.)

5. Were there any witnesses? If yes, please include their names and contact details if you have them.

6. What conduct do you think is inconsistent with the respondent's role and/or the Customer Code of Conduct Policy? Please put **X** in the box opposite the conduct.

Not Respecting the Decision-Making Process	
Non-Adherence to Policies, Procedures and Bylaws	
Disrespectful Interactions with staff, residents, the Public and/or Others	
Interfering with Staff and their duties	
Not respecting barriers around worksites	
Harassment and/or Verbal/Physical abuse	
Causing damage to Village property and/or equipment	
Engaging in behaviour that creates a hostile environment for others using any facilities	

Other:

7. How would you like the matter to be settled? Are you willing to participate in an informal resolution (such as mediation)?

Please attach any supporting documents (for example, photos, copies of emails or text messages, and so on) to your email.

Your email will be kept confidential during the preliminary assessment of your complaint. If you have any questions about the complaint process, email cao@barons.ca.