Community Response Guide

Public Inquiry

A community member reaches out about a particular concern or topic of interest.

1

Acknowledge the Concern

Acknowledge their feelings, and confirm understanding.

***Key question**: How can I make sure they feel heard in their concern?*

2

Investigate with Staff

- Evaluate the context (e.g. past initiatives, past responses, Council decisions, other information)
- Coordinate with your department
- Coordinate with the Community Relations Manager

***Key question**: Have other staff addressed this question in the past?*

3

Final Decision

- Conduct research with other staff to inform the final decision (action or non-action).
- Explain the decision methodology ("how" and "why" the decision was made).
- Check in with Department Director to make sure decision aligns with department goals/practices.

4

Communicate the Decision

- Create a relevant response.
- Decide who is the most appropriate person to respond to the concern.
- For additional support, contact the Community Relations Manager or the Communications Department

5

Process Review

Review the decision process and the subject of concern to see if there are areas for process improvement (e.g. efficiency measures, communications, operations, etc...)

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