Addressing Constituent Concerns

Haldimand County

Whenever possible, constituent concerns should be **addressed through the County's administrative structure first**.

Escalate concerns through senior management only **when issues remain unresolved**.

Keep the GM and Mayor informed as appropriate.

Concern submitted

Confirm whether staff have already been contacted

Contact relevant manager (copy GM and/or Mayor where appropriate)

Encourage contitutent to contact staff first

Work with manager to coordinate a response

No further action if issue resolved

Meet in person with constituent and manager

No further action if issue resolved

Request meeting with GM and CAO