



County of Wetaskiwin No. 10 Municipal Policy

Department:

Policy No.

11.0 Council

11.0.8

Title Councillor Inquiries

1. Policy Statement:

- 1.1. Councillors are requested to make inquiries or action requests of administration through a centralized inPquiry process to ensure collaborative and timely responses, and to ensure all of Council is informed.

2. Responsibilities:

- 2.1. The Office of the CAO shall be responsible for receiving inquiries and required delegation of inquiries to affected department(s).

3. Guidelines:

- 3.1. Councillors are encouraged to speak to staff on a personal level to enhance relationships and contribute to positive staff morale.
- 3.2. When speaking with staff, Councillors must not interfere with operational requirements, attempt to direct staff, or request an employee's independent influence on a matter.
- 3.3. All inquiries, requests for action, and issue briefings shall be processed as per the Administrative Directive attached to this Policy.
- 3.4. Administration will make reasonable efforts to respond to requests in a timely manner, taking into consideration the following limitations:
 - a. Operational conflicts, schedules, and deadlines.
 - b. Input required from other staff or the CAO.
 - c. Responses which will take significant time or other resources will be referred to Council for a decision.

4. Related Documents:

- 4.1. Municipal Government Act
- 4.2. Administrative Directive

Previously Signed

Scott MacDougall, CAO

CG20250909.012

Council Resolution



County of Wetaskiwin No. 10 - Policy Directive

Title Councillor Inquiries

1. Submission of Non Emergent Inquiry
 - a. Councillor sends an email inquiry to the CAO through the Executive Assistant (EA).
2. Acknowledgement of Receipt
 - a. The EA will acknowledge receipt of the inquiry confirming it has been received and is being routed. The expected response time is the same day, depending on workload, with a maximum of three days.
3. Distribution to Relevant Department
 - a. The EA will forward the inquiry to the appropriate department(s), with a copy to the CAO.
 - b. The email will include:
 - i. Original Councillor inquiry
 - ii. Any context or clarification needed
 - iii. Response timeline
 - c. Dependent on the nature of the request, a Service Tracker may be assigned.
4. Departmental Response
 - a. Departments are expected to:
 - i. Provide a clear, complete response to the EA by the requested timeline.
 - ii. Notify the EA if more time is required, with an estimated delivery date and reason for delay.
5. Response Back to Councillor
 - a. The EA will compile or forward the departmental response back to the Councillor after review with the CAO.
 - b. The response may include:
 - i. Direct answers
 - ii. Clarifications
 - iii. Attachments or supporting documents
 - iv. Timeline for follow-up actions, if necessary
6. Logging & Tracking
 - a. The EA will maintain a Councillor Inquiry Log.
7. Emergent Inquiries
 - a. All emergent inquiries should be addressed directly to the CAO.