

BY-LAW NUMBER 180-2023
OF
THE CORPORATION OF THE CITY OF BRANTFORD

Being a By-law to amend By-law 70-2010, to repeal and replace, Customer Service Standard Corporate-018 and Complaints Handling Policy Corporate-043.

WHEREAS Section 8(1) of the Municipal Act, 2001, S.O., 2001, c.25, as amended, (the “Act”) the powers of a municipality shall be interpreted broadly so as to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality’s ability to respond to municipal issues; and

WHEREAS, at its meeting of June 7, 2010, City Council passed By-law 70-2010, being a By-law to adopt various policies of the City of Brantford and to create a Corporate Policy Manual, which policies are attached as Appendix “A” to By-law 70-2010; and

WHEREAS, at its meeting held on October 24, 2023 City Council adopted the recommendations set out in item #7.1.5 of Committee of the Whole – Planning and Administration Report # 2023-577, which recommended that the City of Brantford Customer Service Standard as outlined in Appendices “A & B” and that the City of Brantford “Customer Complaints Handling Policy” outlined in Appendix C be repealed and replaced in the Corporate Policy Manual;

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE CITY OF BRANTFORD HEREBY ENACTS AS FOLLOWS:

1. THAT By-law 70-2010 is hereby amended by amending Appendix “A” attached thereto by adopting Corporate Policy – 053 (Code of Conduct Policy), attached hereto as Schedule “A”; and
2. THAT the Clerk be directed to update the Corporate Policy manual to reflect the amendments to said Policies approved herein; and
3. This By-law shall come into force effective immediately.

READ A FIRST TIME: October 24, 2023

READ A SECOND TIME: October 24, 2023

PASSED: October 24, 2023

MAYOR

CLERK