

Procedure in regards to Citizen complaints.

1. Fill out form "Maintenance Request form".

- A) All information relevant to the issue
- B) What steps will be taken to investigate
- C) Outcome of investigation

2. Fill out "Response letter:

- a) Fill out all relevant information
- b) Statement of what was completed as a result of investigation
- c) If Capital **is unable to do the work** that has been requested;
- d) suggestions for client(s) to receive adequate direction could be written in response letter.
- e) Please list reasons relating to why or why not work was completed.



TESLIN TLINGIT COUNCIL

Capital and Infrastructure

Maintenance Request Form Follow up

For office use only

Date: _____

House or Unit # _____

Name: _____

Rental

Home Owner

Work completed:

Follow up: (including letter to citizen)



TESLIN TLINGIT COUNCIL

DATE

Mr. John Long
Box 1234
YOA 1B0

Dear Mr. John Long

I am writing in response to your request for _____. We have investigated your concern and have found _____. As a result we have resolved the issue by doing the following:_____.

Please contact me directly if you have any questions or concerns at 867- 390-2164 ext 248 or email @ randy.keleher@ttc-teslin.com

Sincerely,

TESLIN TLINGIT COUNCIL

Randy Keleher
Property Manager