

**The Corporation of the City of Pembroke**

**By-law Number 2017-08**

**A by-law to adopt a Public Complaint Policy for the City of Pembroke**

**Whereas** Council of the City of Pembroke deems it desirable to adopt a policy outlining the process for receipt, investigation and administration of complaints from members of the public regarding all municipal services and relevant municipal issues;

**Now Therefore** the Municipal Council of the Corporation of the City of Pembroke enacts as follows:

1. That the Complaint Policy attached hereto as Schedule "A" and forming part of this by-law is hereby adopted.
2. That this by-law shall come into force and take effect as of the final passing thereof.

**Passed and Enacted  
This 7<sup>th</sup> Day of February 2017**

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Michael LeMay  
Mayor

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Terry Lapierre  
Chief Administrative Officer/Clerk