



**THE CORPORATION OF THE UNITED TOWNSHIPS OF
HEAD, CLARA & MARIA**

**BY-LAW NUMBER 2021-08
Customer Service and Communication Policy**

Being a bylaw to adopt a Customer Service and Communication Policy.

Whereas section 5(3) of the Municipal Act, 2001, as amended, provides that a municipal power, including a municipality's capacity, rights, powers and privileges under section 9, shall be exercised by bylaw unless the municipality is specifically authorized to do otherwise;

and Whereas the Council of the Corporation of the United Townships of Head, Clara & Maria deems it necessary to adopt a Customer Service and Communication Policy;

NOW THEREFORE BE IT RESOLVED THAT the Council of the United Township of Head, Clara and Maria does hereby adopt #A-01 Customer Service and Communication Policy Policy as presented at the Council meeting on February 25th, 2021;

AND FURTHER MORE THAT all previous versions of the Customer Service and Communication Policy be repealed, effective February 25th, 2021.

READ a first and second time this 18th day of March 2021.

READ a third time and passed this day *18th* of *March* 2021.

D. Grills

MAYOR

Chaudotte Toope

CLERK