

Municipality of Lakeshore

By-law 70-2024

Being a By-law to Adopt a Customer Service Policy

Whereas section 8 of the *Municipal Act, 2001*, S.O. 2001, c. 25, provides that a municipality has the authority to govern its affairs as it considers appropriate and to enhance the municipality' s ability to respond to municipal issues;

And whereas it is deemed necessary to adopt a Customer Service Policy as recommended by the Chief Information Officer and Division Leader – Client Services Delivery at the June 25, 2024 Council meeting;

Now therefore the Council of the Municipality of Lakeshore enacts as follows:

1. Schedule “A” to this By-Law is adopted and shall be referred to as the “Customer Service Policy”.
2. This by-law shall be known as the “Customer Service By-law”.
3. This By-law comes into force and effect upon passage.

Read and passed in open session on June 25, 2024.

**Mayor
Tracey Bailey**

**Clerk
Brianna Coughlin**