

Purpose:

The purpose of this policy is to provide City departments with the authority to issue refunds or penalty reductions, in exceptional circumstances, even though City bylaws and/or City policies do not specifically authorize such refunds or penalty reductions.

Policy Statement(s):

It is deemed in the interest of customer service to sometimes allow a refund of a fee paid or a penalty charged, in exceptional circumstances, when a department head considers it appropriate to do so.

An example of a request would be where a customer buys a sheet of transit tickets, uses a ticket but then decides to purchase a monthly transit pass for that month. The customer then requests a refund for the unused portion of the sheet of tickets. Normally a sheet of tickets is indicated as non-refundable. This policy would give discretion to refund a portion of the cost of the sheet of tickets.

This policy authorizes a City department head or a designate to approve a refund of a fee paid or a penalty charged upon request by a customer if the department head or the designate considered it appropriate to do so for good customer relations and that department budgets for the revenue from that fee or penalty.

Authority/Responsibility to Implement:

The City Manager will ensure the policy requirements are met and updated as required.

Document History:

Approved: September 8, 1997
Administrative Revision (new template): March 9, 2010