

**The Corporation of the City of Kenora**

**By-Law Number 126 - 2012**

**A By-law to amend By-Law Number 148-2007 being the  
Comprehensive Policy Manual for the Corporation  
of the City of Kenora**

---

Whereas on December 10, 2007 Council adopted By-Law Number 148-2007, adopting the Comprehensive Policy Manual and approving it as the Official Municipal Policy Manual for the City of Kenora; and

Whereas from time to time policies to the Manual are added, removed and amended; and

Whereas it is deemed necessary and expedient to amend By-law Number 148-2007 to meet changing requirements with respect to various municipal policies; and

Whereas at a Committee of the Whole Meeting held December 10, 2012 it was agreed to adopt a Customer Standards Policy;

Now Therefore Be It Resolved That the Council of the City of Kenora hereby enacts as follows:-

1. That the Customer Service Standards Policy #HR-2-23 attached hereto is hereby approved.
2. That this Policy shall form part of the Comprehensive Policy Manual.
3. That this By-law shall take effect and come into force upon third and final reading.

**By-law read a First and Second Time this 17<sup>th</sup> day of December, 2012**

**By-law read a Third and Final Time this 17<sup>th</sup> day of December, 2012**

**The Corporation of the City of Kenora:-**

---

**David S. Canfield, Mayor**

---

**Heather L. Kasprick, Deputy Clerk**