



STANDRARD OPERATING PROCEDURE – ME-2026-18

CANDIDATE INQUIRY & COMPLAINT PROCEDURE

2026 MUNICIPAL ELECTIONS

Approved by:

A handwritten signature in black ink that reads "Cassandra Child".

**Cassandra Child, AOMC, Dipl.M.A.
Clerk/Returning Officer**

Town of Cochrane

March 18, 2026

CANDIDATE INQUIRY & COMPLAINT PROCEDURE
STANDARD OPERATING PROCEDURE – ME-2026-18

1. AUTHORITY

- a) This procedure is established by the Clerk pursuant to sections 11 and 12 of the *Municipal Elections Act, 1996*.

2. PURPOSE

- a) The purpose of this procedure is to provide a consistent and transparent process for responding to inquiries or complaints raised by candidates or registered third party advertisers regarding the administration of the election.
- b) The purpose of this procedure is for administrative inquiries and election process complaints only and not Code of Conduct or legal offences.

3. PROCEDURE

- a) Candidates and registered third party advertisers are encouraged to direct election-related questions to the Clerk in writing wherever possible.
- b) Where a candidate believes that an administrative error or procedural concern has occurred, the candidate may submit a written complaint outlining the circumstances of the concern and the clarification requested.
- c) Upon receipt of a complaint, the Clerk shall review the matter and determine the appropriate response in accordance with the provisions of the *Municipal Elections Act, 1996* and the procedures established for the conduct of the election.
- d) Nothing in this procedure limits the authority of the Clerk to interpret or administer election procedures in accordance with the Act.

4. ADMINISTRATION

- a) The Clerk may maintain a record of formal complaints and responses as part of the official election administration file.