



COMPLAINTS SIMPLIFIED

ISSUE

Not Complaints examples...

- Service Requests (garbage pick-up, rough roads, burnt out lights)
- Suggestions
- Compliments
- By-law Infractions

DEFINITION OF A COMPLAINT:

A complaint is an expression of dissatisfaction related to a Municipal program, service, facility, or staff member where a member of the public believes that the Municipality has not provided a service experience to the customer's satisfaction at the point of service delivery, and where a response or resolution is expected.

A service request may become a complaint if not addressed within a timely manner.

IF THIS CRITERIA IS MET, WE HAVE A COMPLAINT!

STEP 1

AT THE FRONTLINE

An attempt should be made by the complainant to resolve concerns by dealing with the Municipality or Municipal employee(s) directly involved with the issue at hand, where appropriate.

STEP 2

WITH THE MANAGER

Attempt to resolve the issue by dealing with the department Manager

STEP 3

WITH THE DIRECTOR

Attempt to resolve the issue at the departmental level by dealing with the Director

Until this point, these communications may be written or verbal.

STEP 4 – THE FORMAL COMPLAINT

WRITTEN COMPLAINT

Where a frontline resolution has not been obtained in a reasonable amount of time, submit a fully completed "Schedule B" complaint form in a sealed envelope marked "confidential" to the Clerk. All information on the form **MUST** be completed. Anonymous complaints will not be accepted.

RECEIPT & ACKNOWLEDGEMENT

Within 5 business days of submission the CAO will acknowledge to the complainant that the complaint was received.

INVESTIGATION

The CAO will launch an investigation into the nature of the complaint and review the issues identified by the complainant.

THE VERDICT

Within 30 days, the CAO shall make a decision and provide a written response to the complainant including any actions the Municipality has or will take as a result of the complaint.

RECORD

The complaint and response will be retained in accordance with the Municipal Record Retention By-Law.

SEMI-ANNUAL REPORT

The CAO will provide a semi-annual report to Council broadly outlining complaints received and resolutions reached.

APPEAL PROCESS

There is no appeal process at the Municipal level. Following receipt of the resolution from the CAO, the complainant may contact the Ontario Ombudsman.