

# COMPLAINTS SIMPLIFIED

**ISSUE**

## Definition of a complaint

A complaint is an expression of dissatisfaction related to a Municipal program, service, 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**

## Not complaint examples

- Service Requests
- Suggestions
- Compliments
- By-law Infractions

*A service request may turn into a complaint if not addressed in a timely manner*

**STEP 1**

## At the frontline

In all cases an attempt must be made by the complainant to resolve the issue by contacting the Clerk before a written complaint can be filed. If a different manager should receive the complaint then the Clerk will forward it. If the issue is a service request then a concern form can be filled out at this time.

## What to do next

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

## STEP 2 – 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 14 calendar days of submission the Clerk will acknowledge to the complainant that the complaint was received.

### INVESTIGATION

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

### THE VERDICT

Within 35 calendar days of receipt of the complaint, the Clerk shall make a decision and provide a written response to the complainant including any action 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 Records Retention By-law.

### SEMI-ANNUAL REPORT

The Clerk 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 Clerk the complainant may contact the Ontario Ombudsman.