

**TOWNSHIP OF RED ROCK
POLICY/PROCEDURE**

Section

Subject

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Municipal Complaints Policy

APPROVED:

03

12

2024

Day

Month

Year

1. Policy Statement

1.1 Section 270 (1) (5) of the *Municipal Act, 2001*, as amended, requires a Municipality to adopt and maintain policies with respect to the manner in which the Municipality will try to ensure that it is accountable to the public for its actions, and the, manner in which the Municipality will try to ensure that its actions are transparent to the public.

1.2 The Policy supports the Township of Red Rock (the “Township”) commitment to be accountable and transparent in the operations of the Township.

2. Purpose

2.1 This Policy is intended to enable the Township to promptly and effectively address program and service delivery complaints raised by members of the public. The policy will assist the Township in providing excellent service to the public and contribute to continuous improvement of operations. The Township strives to reduce customer dissatisfaction by:

2.1.1 Providing a timely and accurate response to complaints; and,

2.1.2 Using complaints as an opportunity to improve program and service delivery issues.

3. Scope

3.1 This policy applies to all municipal programs, services, and facilities.

3.2 The CAO is responsible for the overall implementation and enforcement of this policy.

3.3 This Policy does not apply to;

3.3.1 Complaints regarding the actions or behaviours of Township Employees or Members of Council. For complaints against Members of Council please refer to the Council Code of Conduct. For Complaints against Township Employees please refer to the Employee Code of Conduct.

3.3.2 A decision of Council or a decision or a committee of Council.

3.3.3 Matters addressed by legislation or an existing Township by-law.

3.3.4 Matters that are handled by tribunals or courts of law.

4. Definitions

“Chief Administrative Officer (“CAO”)” as defined in the *Municipal Act, 2001*, S.O. 2001, c. 25 or their designate.

“Compliment” means an expression of approval for a Township program, process service, or facility.

“Complaint” is an expression of dissatisfaction related to a Township program, process, service, or facility, where a citizen believes that the municipality has not provided a service experience to the customer’s satisfaction at the point of service delivery and a response or resolution is expected. A complaint is distinct from a request for service, enquiry, feedback, compliment, or suggestion.

“Employee” or **“Employees”** means direct employees of the Township whether full-time, part-time, contract (including employees of staffing agencies) or casual (including students and volunteers). It also includes appointees to Township advisory boards and committees, unless those boards and committees have separate corporate existence, but does not include employees of local boards, subsidiaries of the Township, bodies which have independent corporate existence, or independent contractors and their employees.

“Enquiry” means a general or specific request for information regarding a Township program or service by a member of the public.

“Feedback” means an opinion, comment and expression of interest with respect to a Township.

“Request for services” means a request to the Township on behalf of a citizen for a specific service, or to notify the Township that a scheduled service was not provided on time.

“Suggestion” means an idea submitted to the Township by a customer with the aim of improving services, programs, products, or processes.

“Township” means the Corporation of the Township of Red Rock.

5. Guiding Principles

5.1 The Township will receive complaints with respect to a Township program, service, facility, or staff member in a respectful and transparent way.

5.2 Any member of the public can submit a complaint using the established procedure, and it will be reviewed in accordance with this policy.

- 5.3 The Township will make every effort to resolve complaints received in a timely manner, using the established procedure.
- 5.4 The Township will ensure that its complaint policy and procedure is accessible to the public by posting it on the Township's website and having it available in the Clerk's Department.
- 5.5 The Township will ensure that all staff are aware of the complaints policy and procedure, provide staff training if required, and incorporate it as part of the new staff orientation process.
- 5.6 All complaints will be treated in a confidential manner in order to protect the complainant's privacy in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, subject to the need to disclose information as may reasonable be necessary in order to properly investigate the matter. The Township will also protect the privacy of any Employee who is the subject of a complaint except when required in order to address the immediate complaint or address any labour relation issue(s) that may arise out of the aforementioned complaint.
- 5.7 The Township will regularly monitor and review complaints to identify issues, trends, areas of concerns, and opportunities for improvement.
- 5.8 Unreasonable requests will be addressed in accordance with Appendix B of this policy.

6. Procedure for Submitting a Complaint

- 6.1 Prior to submitting a complaint, members of the public are encouraged to determine whether their issue is a complaint, request for service, enquiry, feedback, compliment, or suggestion.
- 6.2 A complaint may be given verbally (in person or telephone) or in writing using the prescribed "Complaint Form" available on the Township's website and in the Office of the Clerk. While verbal complaints are taken seriously, they are not considered formal complaints. Written complaints shall be considered formal complaints.
- 6.3 If the complainant is not satisfied with how their verbal complaint was resolved, then they may submit a formal/written complaint. Written complaints may be submitted using the prescribed "Complaint Form," attached hereto as Appendix A, or in another written format i.e. email, handwritten. Complaints should include the following information:
- The specific details of what happened;
 - where did it occur (if applicable)
 - date of occurrence including time, day, month, and year;

- who was involved or any witnesses;
- what outcome is being sought; and
- contact details of the complainant.

6.4 Complaints must be filed within thirty (30) days after the alleged event. These time limitations may be extended, when in the opinion of the CAO and Municipal Clerk, circumstances reasonably exist to justify the extension.

6.5 Written complaints are to be submitted online using the prescribed "Complaint Form," or by email or in person to the Clerk's Department.

7. Procedure for Receiving Verbal Complaints

7.1 Verbal complaints, in person or by telephone, will be forwarded to the CAO.

7.2 Staff will record the details of the complaint to determine the appropriate action required.

7.3 If the complainant is not satisfied with how their verbal complaint was resolved, staff can advise the complainant that they may submit a written complaint.

8. Procedure for Receiving Written Complaints

8.1 Written complaints submitted to the municipality will be forwarded to the CAO. The CAO or their designate will contact the complainant within ten (10) business days to confirm receipt of the complaint.

8.2 The CAO or designate will, if appropriate, refer the complaint to the appropriate Employee for their review.

8.3 The review of the complaint shall be impartial and respectful to the parties involved.

8.4 Upon review of the complaint, the Employee shall provide a response to the CAO within thirty (30) days outlining the decision with respect to the complaint and reasons for how the decision was determined.

8.5 The CAO shall, upon review of the Employees response, provide the complainant with a letter outlining the decision along with clear and understandable reasons for how the decision on the complaint was determined.

8.6 Complainants shall be provided the contact information for the Ombudsman Ontario office and other options available to them in the event that they are dissatisfied with the process or outcome.



Township of Red Rock Complaint Form

Appendix "A"

The Corporation of Township of Red Rock is committed to continuous organization improvement in an environment where all complaints are dealt with fairly in a respectful transparent fashion. Complaints must be made within thirty (30) days after the alleged event.

Are you submitting the complaint on behalf of someone else? Yes No

Please in what sector your complaint is related to:

- Animal Control
- Building
- By-law
- Clerk's
- Fire
- Public Works
- Recreation

Please indicate the date of occurrence: ___/___/___ (DD/MM/YYYY) Time: _____

Please indicate the location of the alleged event(s):

If known or applicable, please indicate the staff person(s) involved:

Please indicate the nature of the complaint (include as much detail as possible):

Please attach any additional documents regarding your complaint (pictures, additional written content, etc.)

Please describe how you would like to see your complaint resolved:

Please provide us with your contact information:

First Name: _____ Last Name: _____

Address: _____

Town: _____ P.O. Box: _____ Postal Code: _____

Phone Number: _____ Email Address: _____

Please note that you will be contacted within ten (10) business days to confirm receipt of your complaint.

Please return your completed form:

Attention: Clerk's Department

In person/mail: Township of Red Rock, 42 Salls Street, P.O. Box 447

Red Rock, Ontario, P0T 2P0

Telephone: 807-886-2245 Email: cao@redrocktownship.com

For Office Use Only

Date complaint form was received:

Received by:

Complaint forwarded to (staff name):

Date forwarded:

Decision on complaint:

Date letter to complainant regarding decision of complaint sent: