

 CLEARVIEW	Page 1 of 3 Created: April 4, 2016
Subject: Complaint Policy	Updated:
Approved By: Council	Approved: April 25, 2016

POLICY STATEMENT

The Township of Clearview is committed to a consistent and uniform process to respond to complaints received from members of the public regarding Township programs, facilities, services, staff or operational procedures.

PURPOSE

This policy provides guidance on the appropriate process to recognize, investigate and respond to formal complaints from members of the public regarding municipal employees, programs, services, facilities or operational procedures.

This policy does not encompass elected officials, nor the Clearview Public Library and other outside agencies.

DEFINITIONS

Complaint – expressions of dissatisfaction about the action or lack of action taken, operations, facilities or the service provided by the Township of Clearview or by a person or body acting on behalf of the Township of Clearview. All complaints filed necessitate a response. Feedback of a positive or general nature, comments on a service or facility that do not require a response, or requests for service, are not complaints. Complaints imply that the complainant is unhappy with the service received and that they require a follow up response in regards to the issue.

Complainant – the person who is dissatisfied and filing the complaint. This can be anyone who uses or is affected by Township services can make a complaint including: residents, people who work in or visit the Township, local businesses or community groups.

POLICY REQUIREMENTS

The Township of Clearview will deal with all formal complaints promptly, courteously, impartially, and professionally. All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal.

What is not a formal complaint?

Regular feedback is encouraged and an important part of quality customer service. Regular feedback includes the following:

- Compliment: an expression of appreciation for satisfactory or above-satisfactory service.
- Feedback: input from a client providing input or ideas.
- Service Request: a request for a specific service provided by the Township of Clearview.

Concerns can be resolved in an informal manner with responsible staff. Complaints are expressions of dissatisfaction about the action or lack of action taken, operations, facilities or the service provided by the Township of Clearview or by a person or body acting on behalf of the Township of Clearview. All complaints filed necessitate a response.

Anyone who uses or is affected by Township services can make complaint. This includes:

- Residents
- People who work in or visit the Township
- Local businesses
- Community groups

How can a complaint be submitted?

A formal complaint form will be made available for this purpose. The form can be completed and submitted by:

- Mail – PO Box 200 217 Gideon Street, Stayner, ON L0M 1S0
- Email cao@clearview.ca
- In person at the Municipal Administration Office (217 Gideon Street Stayner) or any other municipal facility.

Privacy

Complaints will be processed in accordance with the Municipal Freedom of Information and Protection of Privacy Act and other applicable legislation. The identity of the complainant and any associated personal information that could lead the complainant to be identified will be made known only to those who require the information to assess the complaint effectively. All participants in the complaints process will keep the personal information of the complainant confidential except where required by law.

Formal complaints may not be anonymous.

Ontario Ombudsman

The Ombudsman encourages municipalities to have local mechanisms in place for resolution of complaints. Accordingly, prior to submitting a complaint to the Ombudsman, a formal written complaint should be submitted to the Township of Clearview for review.

Service Standards

Formal complaints will be processed in a timely manner. All complaints will be investigated and receive a response.

Once a formal written complaint is received, it will be acknowledged in writing within 5 business days. It will be tracked and assigned for response. If the response takes longer than 20 business days, the complainant will be informed of the delay. The response must be approved by the responsible Director and Chief Administrative Officer. Should the complaint involve the Chief Administrative Officer, the Mayor will investigate and respond.

Note: Environmental Services has a formalized procedure in place for dealing with customer complaints. Upon receiving a formal complaint under this policy, procedural steps will be taken to resolve the matter as required by the Safe Drinking Water Act, 2002, S.O. 2002, c. 32.

Council will receive an annual report detailing the number of complaints, the number resolved within the specified timeframe, and the number of complaints found to require action.

Monitoring

The Chief Administrative Officer shall be responsible for receiving complaints and/or concerns related to this policy.

Authority

This policy is established pursuant to the Municipal Act, 2001, the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Bill 8 (the Public Sector and MPP Accountability and Transparency Act.)