



Municipal Complaint Policy

SECTION: Clerk’s Department	EFFECTIVE DATE: October 1, 2018 Resolution 2018-231
SUBJECT: Municipal Complaint Policy	POLICY NUMBER:

TABLE OF CONTENTS:

1.	PURPOSE	2
2.	DEFINITIONS	2
3.	TYPES OF COMPLAINTS	2-3
4.	PROCEDURE:	
4.1	General	3
4.2	Informal Complaint	3
4.3	Formal Complaint	3
4.3.1	Acknowledgement	3
4.3.2	Assessment	4
4.3.3	Transfer of Complaint	4
4.3.4	Investigation	4
4.3.5	Decision:.....	4
5.	APPEAL	4
6.	MONITORING:	
6.1	Administration	5
6.2	Existing Complaint	5
7.	PRIVACY	5
8.	RECORDS MANAGEMENT	5
9.	RESPONSIBILITY	5
10.	APPENDICES LIST	6
	Appendix A – Municipal Complaint Form (Public Use).....	7-8
	Appendix B – Municipal Complaint Tracking Form (Internal Use)	9-10
	Appendix C – Municipal Complaint Policy Flow Chart	11

1. PURPOSE:

The Township of McMurrich Monteith is committed to a consistent and uniform process to respond to complaints received regarding the dissatisfaction of programs, facilities, Township services, Township employees or operational procedures at the point of service delivery.

The following policy establishes guidelines and standards for the efficient handling and resolution of complaints made toward the municipality in order to address concerns raised and improve services.

2. DEFINITIONS:

Complainant: The person who is dissatisfied and is filing the complaint. Anyone who uses or is affected by Township services can make a complaint.

Complaint: Expression of dissatisfaction related to Township of McMurrich Monteith programs, facilities, services, Township employee or operational procedures, where it is believed that the Township has not provided a service experience to the customer's satisfaction at the point of service delivery.

Compliment: An expression of appreciation for satisfactory or above-satisfactory service.

Enquiry: Is defined as a general or specific request for information regarding a municipal program, service or facility.

Feedback: Input that is neither positive, nor negative but provides ideas.

Resolution of Complaint: The final stage of the complaint process which may include an apology, explanation, reconsideration, reimbursement, compensation and/or change in policy. The complaint is considered "closed" and resolved.

Service Request: A request made to the Township of McMurrich Monteith for a specific service.
Examples include: Requesting that the Township repair a street surface, report a bylaw or parking infraction, damage to a municipal facility or park.

3. TYPES OF COMPLAINTS

This policy applies to complaints that are received from members of the public regarding all administrative actions and functions of the Township of McMurrich Monteith.

This policy does not apply to:

- Outside boards and agencies.
- Closed meeting investigations.

This policy does not address:

- Enquiries;
- Requests for service;
- Feedback;
- Compliments;

- Request for accommodations;
- Criticisms or anonymous complaints;
- Complaints regarding Township employees that are employed by a service provider contracted by the municipality;
- Issues addressed by legislation, or an existing municipal by-law, policy or procedure;
- A decision of Council or of a Committee of Council;
- Internal employee complaints; or
- Matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

4. PROCEDURE

4.1 General

A complaint may be made in a number of ways:

- Verbal complaints are made in person or by telephone;
- Written complaints may be filed by hand delivery, mail, fax or email.

A formal complaint shall include the following components:

- a) Contact details of the Complainant;
- b) Type of complaint;
- c) Summary of complaint (Details, location, Township employee involved, resolution requested, enclosures, date complaint submitted);
- d) Signature and date.

All complaints should be filed as soon as possible.

4.2 Informal Complaint

It is the responsibility of Township employees to attempt to resolve issues or concerns before they become formal complaints, and identify opportunities to improve municipal services.

For cases where informal resolution is successful, complaint logging is not required.

4.3 Formal Complaint

A formal complaint is generated when an informal resolution could not be successfully achieved. Formal complaints shall be submitted to the Clerk's Department on the Municipal Complaint Form attached as Appendix "A". All complaints must be dated and signed by an identifiable individual.

The complaint is given a tracking number and is acknowledged in writing between 1 to 5 business days upon receipt.

The Clerk's Department will:

4.3.1 Acknowledgement

Contact the Complainant in writing within the respected number of days. Complaint will be logged and a tracking number will be assigned and referenced within the notice, as well as detailed service standard timelines which will be met during the complaint process.

4.3.2 Assessment (If Applicable)

Contact the Complainant in writing to clarify the complaint, if needed. The complaint may be terminated at this point if a resolution is possible, if it is a duplicate or if it is not a complaint.

4.3.3 Transfer of Complaint

Notify and transfer the complaint as follows:

- In the case of Township employee, the supervisor of the Department.
- In the case of a supervisor, the director of the Department
- In all other cases, the Reeve.

4.3.4 Investigation

The Investigating Township Employee will:

- Document all notes within the Municipal Complaint Tracking Form.
- Contact the Complainant where a quick resolve is possible.
- Notify the Complainant in writing of an approximate length of time if the Investigating Township Employee determines the issue may result in a lengthy investigation process.
- Review the issues identified by the Complainant and in doing so may:
 - Review relevant municipal and provincial legislation;
 - Review the municipality's relevant policies and procedures;
 - Interview employees
 - Identify actions that may be taken to address the complaint or improve municipal operations.

At the discretion of the Clerk Treasurer, Council may be notified of an open complaint for information purposes.

4.3.5 Decision

A decision will be provided to the Complainant in writing by the Investigator within 30 days upon receipt of the complaint. If a decision cannot be provided within 30 days, the Investigator shall contact the Complainant of the delay and provide an estimation of time.

The decision will consist of information such as:

- Overview of complaint;
- Details of how the investigation was conducted;
- Summary of the facts;
- Outline of the findings;
- Identification of next steps;
- Suggestions of appropriate resolution along with the rationale supporting the proposed resolution.

5. APPEAL

There is no appeal process at the municipal level.

6. MONITORING

6.1 Administration

The complaint must be tracked from its initial receipt to its resolution. This process is managed by the Investigating Township Employee.

The Investigating Township Employee must keep a centralized, up-to-date Municipal Complaint Tracking Form which will clearly track each instance by complaint number and define what stage the complaint is at.

6.2 Existing Complaint

When action is taken on an already existing formal complaint by telephone or voicemail, ensure that a record of this action is saved on the Municipal Complaint Tracking Form. All correspondence between the Investigating Township Employee and the Complainant must be documented.

7. PRIVACY

Township of McMurrich Monteith employees will adhere to all applicable legislation regarding privacy in accordance with the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*.

All complaint records will be kept securely and in accordance with corporate policy requirements and legislative responsibilities.

Personal information on the complaint is treated as confidential to protect the privacy of the Complainant; however the Complainant should be aware that certain circumstances may indirectly identify them during an investigation.

8. RECORDS MANAGEMENT

Upon delivery of decision, the complaint shall be deemed resolved/closed and the Investigator will transfer all physical and electronic documents pertaining to the complaint to the Clerk. No records or copies thereof shall be kept by any Investigator.

9. RESPONSIBILITY

All employees should have a clear understanding of how complaints are handled by the municipality.

All supervisors must comply with and explain this policy to their employees and conduct any training which may be necessary.

The Clerk may automatically update the Municipal Complaint Policy and Form for minor amendments, should they be required.

10. APPENDICES

Appendix A – Municipal Complaint Form (Public Use)
Appendix B – Municipal Complaint Tracking Form (Internal Use)
Appendix C – Municipal Complaint Policy Flow Chart



APPENDIX "A"

Township of McMurrich / Monteith Municipal Complaint Form (Public Use)

HOW TO MAKE A COMPLAINT

The Township of McMurrich / Monteith Clerk has procedures for receiving and handling complaints from citizens who are dissatisfied with service, actions or lack of action by a Township department or staff member. We recommend you first speak directly with the service area where you have an issue, in person or by telephone. Most complaints are received verbally and can be resolved promptly by the department in charge of the service.

If you are not satisfied with how your verbal complaint is handled you can submit a written complaint by completing this form.

COMPLAINANT CONTACT DETAILS

First name *	Last name *
Email Address <i>(considered the most prompt way we can communicate with you)</i>	
Mailing Address *	Phone Number *
<i>Note: If only a mailing address is provided our response timelines may be extended.</i>	<i>Note: We only call if we require clarification.</i>

COMPLAINT TYPE

- | | |
|--|---|
| <input type="checkbox"/> Access of Services | <input type="checkbox"/> Programs |
| <input type="checkbox"/> Facilities | <input type="checkbox"/> Staff Conduct |
| <input type="checkbox"/> Outcome of Existing Complaint | <input type="checkbox"/> Timeliness of Services |
| <input type="checkbox"/> Processes or Procedures | <input type="checkbox"/> Other |

SUMMARY OF COMPLAINT

Please record information on what happened, who was involved, dates, and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper.

Details

Service area/location of problem
Staff persons involved (if known and applicable)
List of enclosures (include copies of any documentation in support of the complaint)

RESOLVE

How do you suggest the complaint be resolved?

SIGN OFF

Complainant's signature
Date complaint submitted (mm/dd/yyyy)

TIMELINE

Clerk will contact you to acknowledge this complaint in the next 1 to 5 business days after receiving this completed form. The Clerk will forward the complaint on to the Investigating Staff Employee who will respond within 30 days of receipt of this complaint. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

NOTICE OF COLLECTION

The personal information you choose to provide on this form is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*. The information you provide will be used to investigate the complaint and may be used for contact purposes but is otherwise considered confidential. Questions about this collection can be directed to the Clerk Department, 31 William Street, Sprucedale, ON P0A 1Y0 705-685-7901

FOR CLERKS DEPARTMENT ONLY

Date Complaint Received: (mm/dd/yyyy)	Receiver Initials:	Tracking Number:
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APPENDIX "B"

**Township of McMurrich / Monteith
Municipal Complaint Tracking Form (Internal Use)**

TRACKING NUMBER: _____ **Complainant's Name:** _____

COMPLAINT STAGE 1 – ACKNOWLEDGEMENT

Notification of Receipt of Complaint by Clerk's Department: _____

Complaint Transferred to: _____ Date Transferred: _____

COMPLAINT STAGE 2 – ASSESSMENT

The complaint may be terminated at this point if a resolution is mutually determined, if it is a duplicate or if it is not a complaint.

- Is the complaint misclassified? (Is it actually feedback/compliment or a service request, etc.?)
- Is the complaint a duplicate?
- Is more detailed information required from the complainant? If yes, check the box and notify complainant.
 - Date of notification for additional information: (dd/mm/yyyy): _____
 - Additional information received: _____

- Can the complaint be resolved informally?
 - Date of informal resolve: (dd/mm/yyyy): _____
 - How it was informally resolved: _____

COMPLAINT STAGE 3 - INVESTIGATION

Investigation Notes:

COMPLAINT STAGE 4 – RESOLUTION

A resolution has been pursued and communication of the decision is provided to the Complainant in writing.

DECISION TO INCLUDE:

- | | |
|---|--|
| <input type="checkbox"/> Overview of Complaint | <input type="checkbox"/> Details of How Investigation was Conducted |
| <input type="checkbox"/> Summary of the Facts | <input type="checkbox"/> Outline of the Findings |
| <input type="checkbox"/> Identification of Next Steps | <input type="checkbox"/> Suggestions of Appropriate Resolution and Rational Supporting the Proposed Resolution |

Date of Decision to Complainant (dd/mm/yyyy): _____

COMPLAINT STAGE 5 – RECORDS MANAGEMENT

- Have all physical and electronic records been transferred to the Clerk?

APPENDIX “C”

MUNICIPAL COMPLAINT POLICY FLOW CHART

