|  |
| --- |
| Purpose |

The Municipal Complaint Policy is intended to provide a consistent and uniform process to respond to program and service delivery concerns raised by members of the public. The policy will assist the Municipality in continuing to provide excellent service to the public and will contribute to the continuous improvement of operations.

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.

|  |
| --- |
| Scope |

A complaint is an expression of dissatisfaction related to a municipal program, service, facility, or a staff member.

This policy does not address:

* Inquiries
* Request for service
* Feedback
* Compliments
* Request for accommodation
* Criticism or anonymous complaints
* Issues addressed by legislation, or an existing municipal by-law, policy or procedure
* A decision by Council or a Board/ Committee
* Internal employee complaints
* Matters that are handled by tribunals, court of law, quasi-judicial boards, etc.

For example, a request made to the Municipality for a specific service such as repair to street surface, by-law or parking infractions, damage to municipal property, or garbage pick-up do not qualify as a complaint under this policy.

This policy does not apply to outside boards (e.g. Renfrew Public Library Board), Closed Meeting Investigations, complaints made by employees, contractors, or volunteers working on behalf the Municipality, or complaints about members of Council.

|  |
| --- |
| Types of Complaints |

**Informal Complaints**

It is encouraged that individuals and municipal staff work to resolve issues or concerns before they become formal complaints. Informal complaints may be made in person, by phone, letter, email, or fax.

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

**Formal Complaints**

A formal complaint is generated when an informal resolution cannot be successfully achieved. This will result in a file generated. Investigation, and decision. Appendix 1 of this policy is the Formal Complain Form.

|  |
| --- |
| Formal Complaint Procedure |

**Filing Complaint**

The complainant must fill out a complaint form which shall include the following information:

* Contact details on the complainant
* Type of complaint
* Details of the complaint (location, employee involved resolution requested, enclosures, date complaints submitted)
* Signature and date

Anonymous complaints will not be accepted.

**Acknowledgement**

Formal complaints shall be submitted to the SAO’s office. Upon receipt, the complaint will be given a tracking number and will be acknowledged in writing within seven (7) calendar days.

The SAO’s office will assess if the complaint falls within this policy as per the scope pf this policy.

**Investigation**

All complaints are investigated by the appropriate Department Head. Complaints made against Department Heads shall be investigated by the Human Resources Committee. As part of the investigation, all involved parties (complainant, employee, etc) may be interviewed.

**Decision**

A decision will be made within thirty (30) calendar days upon acknowledgement of the complaint. The Department Head, or Human Resources Committee, shall provide a written response outlining the results of the investigation into the complaint.

The response shall note whether the complaint was substantiated and include any actions the Municipality may take as a result of the complaint.

If the Department Head is unable to provide a response within thirty (3) calendar days, they shall notify the complainant of the delay and provide an estimate of when a response will be provided.

**Appeal**

On the Municipality has communicated the decision, there is no appeal process at the municipal level.

In the event complaints cannot be resolved through the Municipality’s complaint process, they may be submitted to the Provincial Ombudsman’s Office in accordance with he provisions of *Bill 8 Public Sector and MPP Accountability and Transparency Act, 2014.*

|  |
| --- |
| Records Management and Privacy |

All records relating to the complaint shall be maintained in accordance with the Municipality’s record retention schedule.

During the complaints process, all Municipal employees shall adhere to all applicable legislation regarding privacy and the Hamlet’s Privacy Policy.

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.