

Purpose

The objective of this policy is to ensure the best follow-up, of complaints regarding the different services and activities the Township of Tudor and Cashel offers. This is an important aspect in the relationship with residents and correspondence must be treated in a timely manner to guarantee a solution with the help of the policies and existing regulations, to best answer each and everyone's needs.

Role of Council

The role of Council is to develop general policies and directives on how to enforce the issues. The Policy shall be set by By-Law. Council operates, in an environment of respect and professional behaviour, and would expect the same in return.

- All complaints shall be in writing and signed by the complainant.
- All complaints shall remain confidential, including the complainant's name. Complaints will be treated in accordance with the Municipal Freedom of Information Protection of Privacy Act (MFIPPA) legislation
- Council shall not get involved in individual enforcement issues but can receive confidential status reports on an issue, for their information only, through a Notice of Motion in Closed Session.

It shall be understood that a complainant cannot seek a remedy by calling a Council member(s).

When/if this occurs the Council member shall direct the complainant to provide a written, signed complaint letter addressed to the Clerk marked "Confidential". By doing so, the Clerk will ensure compliance with Legislation and the Township Policies set out by Council. The Clerk will also advise the complainant, that complaints are an enforcement issue which Councillors as individuals cannot be involved with.

The complaint shall be logged at the Municipal Office and the Compliant Procedure followed.

Role of Municipal Clerk and Staff

Complaints and enforcement shall be exercised at the Clerks discretion and in the best interest of the Municipality, when following Legislation and Policy.

All complaints received will be followed through by the Clerk to ensure compliance with the Complaint procedure.

If a complaint letter/email is addressed to Council, the Clerk will circulate a copy to Council in the next Closed Council Agenda for information purposes only. Anyone – including but not limited to Township of Tudor and Cashel taxpayers and visitors – can lodge a complaint. To lodge a complaint, the complainant is required to provide their name as Staff cannot act on 'hearsay'; however the complainant's name will be kept confidential.

Township Municipal Clerk and Staff will treat the complainant's personal information as confidential, including the complainant's name. All complainants and property owners shall be treated with respect and courtesy.

Resolution of complaints will consider whether the party forwarding the complaint requires feedback of the complaint resolution.

Complaint Procedures

Complaints Process

1. Make a complaint
2. Submit your complaint
3. We collect and understand complaint information
4. We work together to resolve your complaint
5. You will receive a notice of resolution

Step One: Make a complaint

Complaints may be made “**in writing**” via an email, fax, letter, or in person.

Please provide the following information: (see Appendix B attached)

1. Complainant name;
2. Complainant contact information either through mail, email or phone;
3. The name of the service, program or individual about which a complaint is being made;
4. Details of complaint;
5. Any actions complainant wishes to see take place.

Step Two: Submit your complaint

1. By mail:

Township of Tudor and Cashel
371 Weslemkoon Lake Rd.
PO Box 436
Gilmour, ON, K0L 1W0

2. By email:

Address: admin@tudorandcashel.com

Subject heading: Complaint

3. By fax:

Fax Number: (613)474-0664

ATTN: CLERK -COMPLAINT

Please Note: Personal information is not secure if sent by fax.

4. In person:

Location: 371 Weslemkoon Lake Road, Gilmour

Telephone #:(613) 474-2583

Note: Please call ahead to ensure that someone can assist you upon your arrival.

Hours of operation: 9:00 am – 4:00 pm

Monday – Wednesday

All complaints will be date stamped upon their receipt.

It is the intent of the Clerk of the Township of Tudor and Cashel to resolve complaints within 7 working days from the receipt of the complaint. The complexity of the complaint will impact the time to resolve it.

If Council intervention is required the Clerk will present the complaint, the steps taken to date and the request for resolution from Council at the first available regular meeting of Council.

Step Three: Collection, understanding of the complaint information, and resolution

A written record of all complaints to the Township of Tudor and Cashel will be kept on file in the Municipal office.

This information will include:

1. Details of the complaint (Appendix B)
2. Communications with complainant, staff, other parties and Council when required.
3. Details of investigation recorded/documentated by the Staff responsible
4. Details of review by the Supervisor from which the complaint arose
5. Actions and decisions made to resolve complaints
6. Details of any impacts of the complaint resolution that affects service delivery
7. Written notification to Complainant with details of the resolution

Note:

If a complaint has not been resolved to your satisfaction, you may contact the Township of Tudor and Cashel Municipal Office or your Ombudsman.

Appendix B
Complaint form

Complainant name:	
Contact information:	
Name of Service, Program or Individual about which the complaint is being made:	
Details of the Complaint:	
Actions complainant would like to see take place:	