

**TOPIC:** Municipal Complaint Handling Policy

**POLICY NUMBER:** 1

**DATE APPROVED:** Nov 16, 2015

**DATE REVISED:**

### **Introduction**

This document describes the Complaint Handling Policy of The Township of Billings (hereinafter the "Municipality") which has been implemented to ensure compliance with the laws and regulations relating to complaint handling.

### **Objective**

This policy's objective is to enable the Municipality to promptly and effectively address program and service delivery concerns raised by members of the public. The Municipality strives to reduce customer dissatisfaction by:

- . Providing a timely and accurate response to complaints; and
- . Using complaints as an opportunity to improve programs and service delivery issues.

### **Definitions:**

- a. "Complaint" means an issue or concern raised with a municipal program, service, or operation that is not resolved at the time of the incident and for which the complainant submits their concerns to the Municipality in accordance with this policy.
- b. "Complainant" means the individual(s) filing the complaint with the Municipality
- c. "Council" means the Council of the Township of Billings
- d "Employee" means the employee of the Municipality
- e. "Designated Officer" means the Clerk/Treasurer of the Municipality
- f. "Municipality" means the Township of Billings

### **Scope**

This policy is not meant to address:

1. Complaints about non-municipal services;
2. Issues already addressed by legislation, or an existing Municipal By-law, policy or procedure;
3. A decision of Council or a decision of a committee of Council
4. Internal employee complaints

### **Designated Officer**

The Designated Officer may delegate the authority to investigate a complaint to another employee, where she/he deems appropriate. A Designated Officer may not delegate the authority to investigate a complaint to an employee who is named in the complaint.

### **Frontline Resolution**

Any non written (verbal) notification of road conditions will be forwarded to Public Works and not subject to the formal complaints procedures. This will allow Public Works to deploy equipment effectively with true emergencies given priority. The option to proceed with a written complaint remains available.

Complaints regarding services provided by a service provider contacted by the Municipality shall be handled in accordance with this policy, and may also be subject to complaints policy and procedures employed by that service provider.

### **Filing a Complaint**

Complaints should be submitted to the Designated Officer in writing on the Form provided in Schedule A and include:

- a. the name, phone number, e-mail address, and mailing address of the individual submitting the complaint.
- b. The nature of the complaint including the :
  - i. Background leading to the issue(s):
  - ii. Date(s), Time(s), and location(s) of any incident(s): and
  - iii. Name(s) of any employee(s) previously contacted regarding the issue(s) and:
- c. Any action(s) being requested to the Municipality
- d. Complaints shall be submitted on the form provide in Schedule A.

### **Receipt and Acknowledgement**

The Designated Officer shall acknowledge in writing that the complaint has been received within five (5) Business days of receipt of the complaint.

### **Investigation**

The Designated Officer shall review the issues identified by the complaint and in doing so may:

- a. Review relevant legislation , Municipal by-laws, relevant policies and procedures
- b. Review existing file documents
- c. Interview employees or members of the public involved in the issue.

- d. Take actions deemed expedient to resolve the matter.
- e. May, at their discretion, notify Council of an open complaint investigation for information purposes.

**Decision**

Within thirty (30) calendar days of the Receipt of a complaint, the Designated Officer shall provide a response in writing to the complainant. The response shall include:

- a. Whether the complaint was substantiated,
- b. If the complaint is not substantiated, the Designated Officer shall provide reason(s) for their decision; and,
- c. Any actions the Municipality has or will take as a result of the complaint.

**General**

Copies of all correspondence and notices shall be retained in a complaint file. All notes and correspondence shall be dated and identified by author. The Designated Office or their delegate shall make records of any communications and attempted contacts with complainants.

All correspondence will be retained for a period of five (5) years from the date of the last entry.

Municipal Complaint Form  
The Corporation of the Township of Billings

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone No. \_\_\_\_\_

Address: \_\_\_\_\_

Email address: \_\_\_\_\_

*What is your complaint? Please include relevant date(s), time(s), location and background information, including municipal employees you have contacted regarding this matter. Additional space is available on the back of this form. Additional information, such as relevant photographs can be attached to this form.*

How could this situation be improved?

**Office Use Only:**

Received By: \_\_\_\_\_

Date: \_\_\_\_\_

Forwarded to: \_\_\_\_\_

Date: \_\_\_\_\_

Acknowledgment letter (or email) sent

Date: \_\_\_\_\_

Staff member name: \_\_\_\_\_

Final Correspondence sent:

Date: \_\_\_\_\_

Staff Member name: \_\_\_\_\_

Action Taken: