



Municipal Complaints Policy

Policy Manual Section: Governance - General

Policy Number: G-GEN-006

Authority: 85/17

Date Approved: March 14, 2017

Department Responsible: Council Services

Revision Dates: March, 2019

Review Date: March, 2021

Status: Active

Purpose:

This policy is intended to enable the Town of LaSalle to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the municipality in providing excellent service to the public and contribute to continuous improvement of operations. The Town of LaSalle strives to increase customer satisfaction by:

- Providing a fair complaint procedure which is clear and easy to use for anyone wishing to make a complaint; and
- Providing a timely and accurate response to complaints; and
- Using complaints as an opportunity to improve program and service delivery issues.

Policy Statement:

Section 270(1)5 of the *Municipal Act, 2001, as amended*, and the *Public Sector and MPP Accountability and Transparency Act, 2014* require a municipality to be accountable to the public for its actions. The policy supports the municipality's commitment to the accountability and transparency of the operations of the municipality.

Scope:

This policy applies to all employees and volunteers of the Town of LaSalle

Policy:

Definition

A complaint is an expression of dissatisfaction related to a municipal program, service, facility, staff member or volunteer, where a citizen believes that the municipality has not



provided a service experience to the customer's satisfaction at the point of service delivery and a response or resolution is expected. To file a general complaint, residents should use the Citizen Issue/Request Submission Portal found on our website. Anonymous complaints will not be addressed except in circumstances where the subject matter of the complaint creates a health and safety situation or other serious effect.

A complaint is different from:

- A request for service made on behalf of a citizen for a specific service, or to notify the municipality that a scheduled service was not provided on time. (Example of a Request for Service: reporting a burnt out street light, snow removal, trail system, reporting a by-law infraction)
- A general inquiry or specific request for information regarding a municipal service;
- An opinion or feedback, comment and expression of interest in a program or service process;
- A suggestion or idea submitted by a customer with the aim of improving services, programs or processes.

This policy does not apply to complaints regarding:

- A decision of Council or a decision of a committee of Council;
- Internal employee complaints;
- Matters addressed by legislation or an existing municipal by-law;
- Matters that are handled by tribunals, courts of law, quasi-judicial boards etc.

Informal Resolution:

The complainant is encouraged to attempt to resolve concerns by dealing with municipal employee(s) directly involved with the issue where appropriate. All employees are responsible to resolve concerns by dealing with issues or concerns before they become complaints.

Process for Filing a Complaint

Where a mutually agreed upon resolution between the citizen and the employee cannot be achieved, complaints shall be submitted to the appropriate department through the Citizen Issue/Request Submission Portal.

All complaints received will be logged and forwarded to the appropriate department head or designate. The complainant will receive notification that the complaint has been received and is assigned a tracking number.



The employee assigned to investigate the complaint shall acknowledge receipt of the complaint within 2 business days.

Decision

The employee assigned to investigate the complaint shall provide a response to the complainant within 10 business days of the department receiving the complaint to advise of the outcome, or provide an estimated timeline for the resolution of the complaint.

The response shall include:

- Reasons for the decision;
- Actions the municipality has taken or will take as a result of the complaint;
- If the department is unable to provide a response within (10) business days, they shall notify the complainant of the delay and provide an estimate of when a response will be provided.

Record Keeping

The department shall file a copy of the complaint and resolution for record keeping purposes only, in accordance with our retention by-law.

Appeal Process

There is no appeal process at the municipal level once the municipality has communicated the decision to the complainant.

Responsibilities:

As outlined in the Policy.

Policy Review

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

References and Related Documents:

Section 270(1)5 of the Municipal Act, 2001, as amended
Public Sector and MPP Accountability and Transparency Act, 2014

Attachments:

None.