
Effective Date: February 27, 2018
Council Resolution: #99/18

1. POLICY STATEMENT

- 1.1 This policy is intended to:
- i. enable the Town to promptly and effectively address program and service delivery issues raised by members of the public in a consistent manner; and
 - ii. assist the Town in providing excellent service to the public and contribute to continuous improvement of operations.
- 1.2 The Town strives to reduce customer dissatisfaction by:
- i. providing a timely and accurate response to complainants; and
 - ii. using complaints as an opportunity to improve program and service delivery issues.

2. DEFINITIONS

- 2.1 In this policy,
- i. “CAO” means the Chief Administrative Officer of the Town of Greater Napanee;
 - ii. “Complainant” means the individual filing the complaint with the Town;
 - iii. “Complaint” means an issue or concern raised regarding a Town program, service or operation that is not resolved at the time of the incident, and for which the complainant submits their issues or concerns to the Town in accordance with this policy;
 - iv. “Council” means the Council of the Town of the Greater Napanee;
 - v. “Department Head” means all General Managers of the Town of Greater Napanee;
 - vi. “Employee” means an employee of the Town of Greater Napanee;
 - vii. “Town” means The Corporation of the Town of Greater Napanee;
 - viii. “Mayor” means the Mayor of the Town of Greater Napanee;

3. SCOPE

- 3.1 This policy is not meant to address:
- i. Complaints about non-municipal services.
 - ii. Issues already addressed by federal or provincial legislation.
 - iii. Internal employee complaints.

4. FRONTLINE RESOLUTION

- 4.1 It is the responsibility of all Town employees to attempt to resolve issues or concerns from the public, and to identify opportunities to improve municipal services.

5. FILING A COMPLAINT

- 5.1 Where frontline resolution cannot be achieved, complaints should be submitted to the appropriate department and should include:
- i. The name, mailing address, phone number and e-mail address (if applicable) of the individual submitting the complaint.
 - ii. The nature of the complaint, including the following information:
 - (a) Background and details regarding the issue(s).
 - (b) Date(s), time(s), and location(s) of any incident(s).
 - (c) Name(s) of any employee(s) previously contacted regarding the issue(s).
 - (d) Any action(s) being requested of the Town.
 - (e) Photo(s) of the issue/concern (if applicable).
- 5.2 Complaints shall be submitted through the online "Report an Issue" form on the Town's website. In the case of an in-office or phone complaint, staff shall complete the form on behalf of the complainant and submit to the appropriate Department Head and/or their designate.

6. AUTHORITY FOR INVESTIGATION

- i. The CAO or Department Heads shall investigate complaints submitted to the Town.
- ii. The CAO or Department Heads may delegate the authority to investigate a complaint to another employee, where he/she deems appropriate.

- iii. The CAO or Department Head may not delegate the authority to investigate a complaint to an employee who is or may be named in the complaint.

7. RECEIPT AND ACKNOWLEDGEMENT OF THE COMPLAINT

7.1 Complainants will receive the following automatic reply after submitting a complaint to the Town:

“The Town of Greater Napanee strives to provide consistent and reliable services to its residents and visitors, and welcomes feedback. The Town aims to do its best job; however, the time to address issues raised may vary.

Please be advised that submissions will be assigned to the appropriate Town Department for review.”

7.2 Once the matter has been addressed, a follow-up response will be sent to the complainant through his/her preferred method of communication, unless the complainant has stated that they do not want to be contacted regarding their submission. If there are any outstanding concerns after receiving a response, the complainant will be directed to contact the appropriate department.

8. INVESTIGATION OF THE COMPLAINT

8.1 The CAO or Department Head and/or designate shall review the issues identified by the complainant; and,

- i. Review any relevant municipal and provincial legislation;
- ii. Review the Town’s current relevant policies and procedures;
- iii. Review any existing file documents;
- iv. Interview employee(s) or member(s) of the public involved in the issue;
- v. Identify actions that may be taken to address the complaint or improve Town operations;
- vi. Take other actions the Department Head deems expedient to resolving the matter;
- vii. The Department Head may notify Council of any open complaint investigation if, in his/her opinion, the issue has the potential to escalate or become controversial.

9. RESPONSE TO THE COMPLAINT

9.1 Within 30 calendar days of receipt of a complaint, the Department Head and/or designate must provide a response in writing to the complainant.

9.2 The response shall include:

- i. Whether the complaint was substantiated.

- ii. If the complaint is not substantiated, the CAO or Department Head or designate shall provide reason(s) for his/her decision.
- iii. Any actions the Town has or will take because of the complaint.

9.3 If the CAO or Department Head or designate is unable to provide a response within 30 calendar days, they must notify the complainant of the delay, and provide an estimate as to when a response will be provided.

10. MONITORING, TRACKING AND REPORTING OF THE COMPLAINT

10.1 All complaints will be recorded and tracked upon receipt. All action, in writing (either print or email), or by telephone/voicemail, discussion and resolution of any matter will be included as part of this record.

10.2 Once the complaint has been addressed, the CAO or Department Head or designate shall close the complaint file in the Form Builder program.

10.3 Complaint and feedback records will be needed for regular review and analysis to identify recurring issues and to improve customer service and satisfaction.

10.4 Quarterly reports will be provided to the Senior Management Team and Council indicating:

- i. the number of complaints/issues received during a specified timeframe;
- ii. the number of complaints/issues to date;
- iii. the number of complaints/issues resolved; and
- iv. the number of complaints/issues outstanding.

Reports to Council shall be provided through the CAO-Service Area Updates report.

10.4 All personal information collected in carrying out this policy will be dealt in a confidential manner in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

11. COMPLAINTS REGARDING SERVICES CONTRACTED BY THE TOWN

11.1 Complaints regarding services or any agreements provided by a service provider contracted by the Town shall be handled in accordance with this policy, and may also be subject to any complaints policies and procedures employed by that service provider.

12. REVIEW CYCLE OF THE COMPLAINTS POLICY

12.1 This Policy shall be reviewed during each term of Council.