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**Effective Date:** February 27, 2018  
**Council Resolution:** #99/18  
**Revised:** January 14, 2020  
**Council Resolution:** #20/20

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## **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. “Designate(s)” means all General Managers, Directors, Supervisors, Managers, etc. of the Town of Greater Napanee;
  - vii. “Town” means The Corporation 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. (Note: Internal employee complaints shall be submitted through the Town's Customer Service Feedback form)

### **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.
- 4.2 The Town shall be proactive with notifications of service disruptions to the public.

### **5. FILING A COMPLAINT**

- 5.1 Complaints shall be submitted to the appropriate department and the relevant Ward Councillor, as well as the Mayor and Deputy Mayor, and shall 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).
    - (f) The affected ward (if possible) (The online form will include link to our 'Find My Ward' page on our website).
- 5.2 Complaints shall be submitted through municipal tracking platforms. In the case of an in-office or phone complaint, staff shall encourage the complainant to complete the online Report an Issue form. If the complainant is unable to do so, staff shall complete the form on behalf of the complainant and submit to the appropriate department, if necessary.

### **6. RECEIPT AND ACKNOWLEDGEMENT OF THE COMPLAINT**

- 6.1 Complainants will receive the following automatic reply after submitting a complaint to the Town through the Town's online Report an Issue system:

“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. Complainants shall receive a response within 30 calendar days of submission, as per Section 9 of the Town’s Corporate Complaints Policy.

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

## **7. AUTHORITY FOR INVESTIGATION**

- 7.1 The CAO or designate(s) shall investigate complaints submitted to the Town.
- 7.2 The CAO or designate(s) may delegate the authority to investigate a complaint to another employee, where he/she deems appropriate.
- 7.3. The CAO or designate(s) may not delegate the authority to investigate a complaint to an employee who is or may be in the source of the complaint.

## **8. INVESTIGATION OF THE COMPLAINT**

- 8.1 The CAO or designate(s) 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 deemed expedient to resolving the matter;
  - viii. The CAO or designate 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 CAO or designate(s) must provide a response in writing to the complainant, if requested.
- 9.2 The response shall include:
  - i. Whether the complaint was substantiated.
  - ii. If the complaint is not substantiated, the CAO or designate(s) shall provide reason(s) for his/her decision.
  - iii. actions the Town has or will take because of the complaint, if such

information can be publicly released.

- 9.3 If the CAO or designate(s) is unable to provide a response within 30 calendar days, they must notify the complainant of the delay, and, if possible, 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 designate(s) shall close the complaint file in the applicable municipal tracking platform.
- 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. Please see Appendix A.
- 10.4 Reports to Council shall be provided through the monthly CAO-Service Area Updates report and include the following statistics:
- 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.

Council inquiries regarding complaints filed shall be directed to the appropriate Designate.

- 10.5 A Complaints Summary monthly report will be posted on the Town's web site.
- 10.6 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 contracted by the Town shall be handled in accordance with the contract between the Town and the service provider. If no complaints mechanism exists between the Town and the service provider, this policy will apply.

## **12. REVIEW CYCLE OF THE COMPLAINTS POLICY**

- 12.1 This Policy shall be reviewed during each term of Council, or as deemed necessary.

**Appendix A**

<p>Garbage &amp; Recycling Collection Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Fire Code Issues (Non-Emergency) </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Dead Animal Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>
<p>Sign Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Water &amp; Sewer Issues (Non-Emergency) </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Streetlight Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>
<p>Roads Issues (Including Sidewalks, Culverts &amp; Potholes) </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Other Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Property Standards Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>
<p>By-law Enforcement Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Parks &amp; Facilities Issues (including Graffiti) </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Snow Clearing Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>
<p>Damaged Town Property Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Dead or Dying Tree Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Zoning Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>
<p>Littering Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Noise Issues </p> <p><b>0 Total</b></p> <p>Open    In Progress    Closed 0        0            0</p>	<p>Grand Total of 2019 'Report an Issue' forms submitted as of DATE, 2019 <b>0 Total</b></p>