

# THE CORPORATION OF THE MUNICIPALITY OF KINCARDINE P O L I C Y

<b>POLICY NO.:</b>	GG.1.2
<b>SECTION:</b>	GENERAL GOVERNMENT – COUNCIL
<b>TITLE/SUBJECT:</b>	CITIZEN COMPLAINTS
<b>ADOPTED DATE:</b>	February 17, 1999
<b>REVISION DATE:</b>	September 19, 2007 July 13, 2016 (Resolution # 07/13/16-03)

## **Definitions:**

**Complaint** – any expression of dissatisfaction about the action or lack of action taken regarding operations, facilities, or services provided by the Municipality of Kincardine or by a person or body acting on behalf of the Municipality of Kincardine.

**Complainant** – the person who is dissatisfied and filing the complaint. Anyone who uses or is affected by the Municipality's services can make a complaint including: residents, people who work in or visit the city, local businesses or community groups.

**Compliment** – an expression of appreciation for services.  
**Feedback** – input from client that is neither positive or negative, but provides input or ideas.

**Enquiry** – a general or specific request for information regarding a Municipality of Kincardine product or service made by a citizen.

**Service Request** – a request made to the Municipality on behalf of a citizen for a specific service or to notify the Municipality that a scheduled service was not provided on time. Examples include:

- Requesting that the Municipality repair a street surface;
- Reporting a burnt out streetlight;
- Notifying the Municipality of a missed garbage collection;
- Alerting the Municipality of no water service;
- Reporting a by-law or parking infraction.

**Suggestion** – an idea submitted to the Municipality of Kincardine by a customer with the aim of improving services, program, products or processes.

**Purpose:**

The purpose of this policy is to ensure that all concerned are advised of and involved in the resolution of citizen complaints, that citizen complaints are responded to in the most effective and efficient manner and to ensure that all sectors of municipal government, elected and appointed, effectively deal with citizen complaints.

**Policy:**

The Municipality of Kincardine will deal with all complaints promptly, courteously, impartially and professionally. All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal.

All complaints will be dealt with in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and any other applicable legislation. The identity of the complainant will be made known only to those who need to know in order to consider the complaint. All participants in the complaints process shall keep the details of the complaint confidential except as may be required by law.

Complaints received by one department are to be limited to that specific department unless the complaint involves more than one department.

**What is a complaint?**

A complaint is any expression of dissatisfaction about the action or lack of action taken regarding operations, facilities or services provided by the Municipality of Kincardine or by a person or body acting on behalf of the Municipality of Kincardine.

All complaints filed necessitate a response.

A complaint is not and this policy does not apply to

- Requests for service
- Feedback
- Compliments
- Enquiries
- Suggestions
- Anonymous complaints

**Who can make a complaint?**

Anyone who uses or is affected by municipal services can make a complaint. This includes:

- residents
- people who work in or visit the Municipality
- local businesses
- community groups

### **How can a complaint be submitted?**

Complaints must be submitted in writing and can be sent to the Municipality by:

- Mail
- Email
- Fax
- In person
- Complaint form on Municipality of Kincardine website ([www.kincardine.ca](http://www.kincardine.ca))

The Municipality of Kincardine does not accept complaints through Twitter, Facebook, or any other social media platform.

The following information must be provided:

1. Date;
2. Complainant name;
3. Complainant contact information either through mail, email or phone;
4. The name of the operation, facility or service about which the complaint is being made;
5. Details of complaint;
6. How the complainant would like to see the problem resolved.

### **Service Standards**

- Written complaints received by the Municipality of Kincardine will be processed through the normal mail channels to the Clerk's Department. The correspondence will be logged and directed to the appropriate Department.
- Upon receipt of the written complaint directed to their Department, the Senior Manager shall acknowledge the receipt of the complaint by telephone/e-mail or fax within 2 working days. The acknowledgement must identify who will be following up on the complaint as well as their contact information.
- A written response or update must be sent to the complainant with a copy to the Policy Chair, C.A.O. and the Clerk's Department within 10 working days in the same format as received (e-mail/mail/fax). Please note that this section is intended for issues that are easily resolved by means of municipal policy or standard administrative practice.

- In the event the complaint requires extensive consultation/investigation the Senior Manager shall respond to the individual as noted above to inform the citizen of the specific requirements for the request.
- A written letter of complaint and the reply shall be brought before the appropriate Policy Chair for information.
- It shall be understood that a complainant cannot seek a remedy by calling a Council member(s). If this occurs the Council member shall direct the complainant to this policy and procedure.

**Conduct of Council:**

Policy GG.6.8 The Code of Conduct for Members of Council addresses the Complaint Procedure if any individual identifies or witnesses behaviour or activity by a Member of Council that appears to be in contravention of the Code of Conduct for Members of Council.