

**TOWN OF LOCKEPORT
POLICY STATEMENT**

Policy #GG-044

**COMPLAINTS HANDLING
POLICY**

**Effective Date:
February 12, 2024**

Revision Date:

1.0 PURPOSE

1.1 The purpose of this policy is to enable the Town of Lockeport to promptly and effectively address concerns raised by members of the public. The policy will assist the Town in providing excellent service and contribute to continuous improvement of operations. The Town strives to reduce dissatisfaction by:

- (1) providing a timely and accurate response to complaints; and
- (2) using complaints as an opportunity to improve operations

1.2 This policy is not meant to address:

- (1) Complaints about non-municipal services;
- (2) Issues already addressed by legislation or an existing Town by-law or policy;
- (3) A decision of Council or a decision of a committee of Council;
- (4) An internal Employee Complaint.

2.0 INTERPRETATION

2.1. In this policy:

- (1) "Complainant" means the individual filing the complaint with the Town of Lockeport.
- (2) "Complaint" means an issue or concern raised with a Town program, service, or operation which is not resolved at the time of the incident and for which the complainant submits their concerns to the Town in accordance with this policy.
- (3) "Clerk/Treasurer" means Clerk/Treasurer of the Town.
- (4) "Council" means Council of the Town.
- (5) "Designated Officer" means the Clerk/Treasurer or designate.
- (6) "Employee" means an employee of the Town.
- (7) "Mayor" means the Mayor of the Town of Lockeport.

3.0 EARLY AND INFORMAL RESOLUTION

3.1 Early and informal resolution is encouraged. Staff must have clear delegation and authority to resolve complaints in an informal manner at first contact, without the necessity of engaging a formal process.

4.0 FILING A COMPLAINT

4.1 Anonymous complaints **will not be acted upon.**

4.2 All complaints, concerns and requests should be directed to the Town Office. They are accepted in person, via telephone, regular mail and email and should include:

- (1) The name, phone number, e-mail address and mailing address of the individual submitting the complaint.
- (2) The nature of the complaint including the:
 - (a) background leading to the issue(s);
 - (b) date(s), time(s) and location(s) of the incident(s); and
 - (c) name(s) of any employee(s) previously contacted regarding the issue(s); and
- (3) Any action(s) being requested of the Town.
- (4) The form in Appendix "A" at the end of this Policy may be used to file a complaint.

5.0 RECEIPT AND ACKNOWLEDGEMENT

5.1 The Designated Officer shall acknowledge in writing that the complaint has been received within 5 business days of receipt of the complaint.

6.0 INVESTIGATION

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

- (1) Review relevant Municipal and Provincial legislation;
- (2) Review the Town's relevant policies and procedures;
- (3) Review any existing file documents;
- (4) Interview employees or members of the public involved in the issue;
- (5) Identify actions that may be taken to address the complaint or improve Town operations; or
- (6) Refer to Council for a decision.

6.2 Within 30 calendar days of receipt of a complaint the Designated Officer shall provide a response in writing to the complainant. The response shall include:

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

6.3 If the Designated Officer is unable to provide a response within 30 calendar days, s/he shall notify the complainant of the delay and provide an estimate of when a response will be provided.

7.0 MONITORING AND REPORTING

7.1 The complaint needs to be tracked from its initial receipt to its resolution. All complaint records will be kept securely and in accordance with policy requirements and legislative responsibilities.

7.2 The complaint records will be needed for regular future review and analysis so as to capture recurring issues and improve processes and procedures. Annually the number of complaints, type of complaints, number of resolved complaints, etc. will be compiled by a designated staff person and reported to the Clerk/Treasurer.

Town Clerk/Treasurer's Annotation for Official Policy Book

Date of Notice to Council Members
Of Intent to Consider (7 days minimum): February 2, 2024

Date of Passage of Current Policy: February 12, 2024

I certify that this Policy was adopted by Council as indicated above.

June Harding
Town Clerk/Treasurer

Nov. 19/24
Date

**APPENDIX A
COMPLAINT FORM**

NAME		DATE	
ADDRESS			
PHONE			
EMAIL			

Please include relevant date(s), times(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 may be attached to this form.

*** Complaints shall be considered confidential but are subject to Part XX of the *Municipal Government Act & Freedom of Information and Protection of Privacy Act.***

Below section for office use only

Received by:	
Date:	

