



1.0 Policy

1.01 In accordance with the Township's mission to meet the needs of the Uxbridge community through leadership, co-operation and service excellence, the Township of Uxbridge strives to deliver services with a strong focus on customer satisfaction and fiscal accountability for our residents and members of the public. This policy provides a mechanism to receive feedback and resolve issues relating to complaints about the Township of Uxbridge's service and actions via:

- Receiving, recording and making every effort to resolve complaints about services provided by the Township of Uxbridge, using an established complaints procedure.
- Ensuring the Township of Uxbridge's Complaint Policy and Procedure is accessible to the public by posting it on the Township's website.
- Ensuring all Township of Uxbridge staff are aware of the complaints policy and procedure and provide any instruction necessary, as well as incorporating it as part of the new staff orientation process.
- Regular monitoring and review of complaints to identify issues, trends, areas of concern and opportunities for improvement.

1.02 This policy is not meant to address:

- Issues, procedures and protocols already addressed by legislation, or an existing Municipal by-law, policy or procedure;
- A decision of Council or a decision of a committee of Council;
- Internal employee complaints; or
- Services of the Township of Uxbridge where there already exists a right of appeal or process to complain.
- To create an appeal process for a municipal by-law matter.

2.0 Purpose:

- 2.01 To provide a procedure to follow in the event that an individual wishes to file a complaint with the Township of Uxbridge with respect to the services provided.

3.0 What is a Complaint?

- 3.01 A complaint is an expression of dissatisfaction related to the service, actions or lack of actions by a Township staff member in connection with the delivery of services to the public. Complaints may relate to the actions of an individual or a Township policy, process or procedure. Anonymous allegations or allegations made on behalf of an unidentified third party will not be entertained or investigated.

4.0 Who Can Submit a Complaint?

- 4.01 Any person affected can submit a complaint and it will be reviewed in accordance with this procedure.

5.0 Guiding Principles:

- 5.01 It is in the interest of all parties that complaints are dealt with promptly and resolved in an expeditious manner. Complaints submitted to the Township of Uxbridge will be referred to the appropriate party for review immediately who will contact the Complainant within five (5) business days to confirm receipt of the complaint.

***Note: from time to time, there may arise extraordinary circumstances where the Township of Uxbridge may not be in a position to guarantee these standards can be satisfied (e.g. on or around the date of the municipal election, during labour disruptions, etc.)**

- 5.02 All complaints will be treated in a confidential manner in order to protect the Complainant's privacy in accordance with the Municipal Freedom of Information and Protection of Privacy Act, subject to the need to disclose such information as may reasonably be necessary in order to properly investigate the matter. Staff will also protect the privacy of any employee who is the subject of a complaint; save as may be required in order to address the immediate complaint or address any labour relations issue(s) that may arise out of the aforementioned complaint.
- 5.03 Review of complaints shall be impartial and respectful to the parties involved.
- 5.04 Complainants are advised of their options in the event that they are dissatisfied with the process or outcome.
- 5.05 Complainants are provided with clear and understandable reasons for how decisions on the complaint were determined.

6.0 How a Complaint is Filed:

6.01 A complaint must be provided in writing (received by hand delivery, mail, fax or email) and on the form attached to this policy. It is recommended that Complainants first speak directly with the service area where they have the issue, in person or by telephone. Most complaints may be resolved promptly in this manner. If the Complainant is not satisfied with how their verbal complaint is resolved, then they may submit a written complaint. Written complaints must be submitted using our complaint form, which is attached to this complaint form. Complaints must include:

- The specific details of what occurred
- Date of occurrence including time, day, month and year
- Who was involved?
- What outcome is being sought?
- Contact details for the Complainant

6.02 Complaints must be made in a timely fashion – generally within two weeks of the alleged event, but in any case, not later than thirty (30) days after the alleged event. These time limitations may be extended, when in the opinion of the Chief Administrative Officer, circumstances reasonably exist to justify the extension.

6.03 The Township of Uxbridge can be reached via telephone by calling 905-852-9181. The mailing address for complaints to the Township of Uxbridge is as follows:

**Township of Uxbridge
P.O. Box 190
Uxbridge, ON
L9P 1T1**

Attention: CAO

In the absence of the CAO, complaints should be submitted to the Director of Legislative Services/Clerk.

All complaints submitted through this policy should be marked “Private and Confidential.”

7.0 If you are not satisfied:

Should you not be satisfied with the results of your complaint, you may file a complaint with the Township’s third party Ombudsman, the firm ADR Chambers. This form is available on the Township’s website or from the Clerk’s Department at Town Hall. Please note that ADR Chambers will not accept a complaint that has not been addressed through this policy first.

Township of Uxbridge

Public Complaint Form

Upon completion, please submit to the Township of Uxbridge Chief Administrative Officer by a method listed below.

1. Please include the time, day, month and year of the occurrence: _____

2. What are the specific details of the occurrence?

3. Please list all departments and/or individuals involved;

4. What is the outcome being sought by the filing of this complaint;

Name

Address and/or Email

Phone Number

Signature

Completed forms, marked private and confidential, should be submitted to the CAO (or to the Clerk in their absence) by;

Mail – PO Box 190, Uxbridge, ON, L9P 1T1

Email: isvelnis@town.uxbridge.on.ca

Fax: 905-852-9674

In Person: 51 Toronto St. S. Uxbridge, ON