

COMPLAINT PROCEDURE

COMPLIMENTS, FEEDBACK AND COMPLAINTS ABOUT ELGIN COUNTY SERVICES

Elgin County strives to deliver responsive, accessible and quality customer service to all of its citizens. In an effort to make complaints and compliments simple and easy the customer should know what to expect. Please follow the procedures and contact information below to submit your comments on government services provided by Elgin County.

General Policies:

- 1) Anonymous complaints shall NOT be considered.
- 2) Complaints about the conduct of Council and Local Boards shall be referred to the Integrity Commissioner at Independentresolutions@gmail.com
- 3) Confidentiality shall be maintained to the extent possible in keeping with legislative requirements.
- 4) Requests for service and inquiries shall be directed to the department responsible for the service through email, by letter or directly by telephone.
- 5) Frivolous and vexatious complaints shall be disregarded.

Procedure:

- A) Customer initiates complaint/compliment by utilizing the Complaint/Compliment Form on the website and submitting the Form electronically; or,
- B) Customer calls in person or by telephone to relay the complaint or compliment.

Tracking, Investigating and Responding:

- 1) A dedicated staff member (Review Officer) shall be responsible for acknowledging the complaint and referring it to the appropriate department for response.
- 2) All submissions shall be acknowledged within two (2) business days following receipt of a written submission.
- 3) The responding department shall notify the designated review officer of the outcome of the complaint which shall be investigated within 2 business days of receiving the complaint
- 4) If the proposed resolution is not satisfactory, then the complaints may be referred to the Department Head followed by referral to the Chief Administrative Officer if necessary.
- 5) If the matter remains unresolved, then the complaint may be forwarded to the Municipal Ombudsman at the following address mcowan@airdberlis.com.

COMPLAINT/COMPLIMENT FORM

FIRST NAME: _____

LAST NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

EMAIL: _____

Please indicate by checking the appropriate box below which service your comments refer to:

- Administrative Services (Clerk's Office/ Council Support Services/Weed and Tree Inspector/Land Use Planning/Legal Services)
- Community and Cultural Services (Archives/Libraries/Museums)
- Economic Development and Tourism
- Engineering Services (Road and Bridges/Ambulance Services/County -owned buildings/Land Division(severances)/County Tenants)
- Financial Services (Treasury and budgets/Provincial Offences Office/ Information Technology/Payroll/Grants)
- Homes and Seniors Services (Bobier Villa/Elgin Manor/Terrace Lodge)
- Human Resources (Hiring Policies/Accessibility/Collective Agreements/ Benefits)

PLEASE PROVIDE A SUMMARY OF YOUR COMPLAINT/COMPLIMENT BELOW USING AS MUCH DETAIL AS POSSIBLE:

EMAIL TO: _____

Thank you for your interest in Elgin County.