

## 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 [mcowan@airdberlis.com](mailto:mcowan@airdberlis.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 general email contact form located at the bottom of the [www.elgincounty.ca](http://www.elgincounty.ca) homepage; 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 by filling out the Personnel Complaint/Compliment Form located at [www.elgincounty.ca](http://www.elgincounty.ca).