

	Customer Feedback Policy	Schedule "A" By-law No. 2015-124
	Section : Corporate Services	
	Subject: Feedback, Complaints, Inquiries and Requests	Date of Origin: December 16, 2015

Policy: Integrity is the foundation of public service and our shared values supports this in the Township's Strategic Plan. As Township employees, we are proud to perform our work with: Transparency, Impartiality, Respect and Accountability.

Objective: What guides the Township in its customer feedback handling?

- Customer-focus: We are committed to continuous improvement in service delivery.
- Accountability: Complaints are handled in a fair, respectful and transparent manner, as quickly as possible.
- Responsiveness: Feedback is tracked and the Complainant is informed of each step.
- Accessibility: Information on how to submit a complaint is easily found on southstormont.ca and through other Township outreach mechanisms.
- Simplicity: The process must be simple to understand and easy to use. Complainants are guided on what to include in the complaint.
- Confidentiality: Complaints will be dealt with in a confidential manner in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Information will be collected, used and disclosed in accordance with the Act.

The feedback process will not deal with:

- Anonymous complaints
- The Complainant will be referred to the proper forum.

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.

SOUTH STORMONT CORPORATE SERVICES
Complaint Feedback Policy

Procedure:

All complaints, concerns and requests should be directed to Town Hall. They are accepted in person, via telephone regular mail and email and are logged in to the Township's complaint / request tracking system. Formal complaints should be in writing. A form will be provided and available on the website as well as in alternative formats. The following information shall be included:

- Details of what happened.
- Where did this happen? Is it within the Township's areas of responsibility?
- When?
- Who was involved?
- What was said or done?
- What kind of resolution is being sought?
- Contact details of the Complainant.

**"Complaint Owners": Directors, or designates, are "Complaint Owners".
Response times:**

Complainants should receive an acknowledgement within 3 business days and assigned a tracking number. The Complaint Owner should be identified and the Complainant should be given the Complaint Owner's contact information, as part of this acknowledgement.

A final response or update within 20 business days, barring exceptional circumstances, is expected. Complaints may be prioritized, depending on the circumstances. The Complainant is to be notified of timelines.

Actioning feedback contact (email):

a. Complaint for another department

If a complaint was received by your department in error and it should be handled by another Township department, forward the email to the appropriate Director. Advise the complainant that you have forwarded their complaint, and provide them the name of the forwarded department.

b. Information request not a complaint

If an email received is not a complaint, but rather a request for information, departments should first verify if the information is available on the Township website.

If the information is available online, departments can direct the requester to the correct webpage. If the information is not available online, departments will respond or update within 10 business days.

c. Standard Complaint

- Acknowledgement of receipt (3 business days).
- Complaint Owner is identified and a tracking number is provided to the Complainant. This is automatically generated once the complainant has submitted a complaint.

Complaint assessment

- The Complainant may be contacted to clarify the complaint. The complaint may be terminated at this point if a resolution is mutually determined, if it is a duplicate, not a complaint, or is frivolous or vexatious.

Investigation of complaint

- Coordinated by the Complaint Owner. Define the subject matter and develop an investigation plan. Consult with staff, summarize findings and identify action to resolve the complaint. The Complainant should be notified of the approximate length of time the investigation should take.

Complaint response; this needs to include:

- Setting out the complaint.
- Detailing how the investigation was conducted.
- Summarizing the facts.
- Outlining the findings.
- Suggesting appropriate resolution along with the rationale supporting the proposed resolution.

Resolutions may include an explanation, apology, reconsideration, recommendation for reimbursement, restitution and/or change in policy – all are possible remedies.
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Communication of the decision

- Providing the Complainant with the response.
- Identifying next steps/appeal; review by the Chief Administrative Officer (CAO).

Complaint closed.

SOUTH STORMONT CORPORATE SERVICES
Complaint Feedback Policy

Monitoring and reporting out:

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

The complaint records will be needed for regular future review and analysis so as to capture recurring issues and improve customer service and satisfaction. Annually the number of complaints, type of complaints, number of resolved complaints, etc. should be reported by the Complaint Owner.

Until a permanent online complaint system is implemented, each Complaint Owner should ensure review the complaint / request tracking spreadsheet on a weekly basis to ensure that a record of the action requested is saved in case of escalation to the CAO or to the provincial Ombudsman.

Drafted By:	Last Revision Date:	Approved Date:	Signature:
Loriann Harbers	December 16, 2015		