

THE CORPORATION OF THE MUNICIPALITY  
OF NORTHERN BRUCE PENINSULA

BY-LAW NO. 2018-32

BEING A BY-LAW TO ADOPT A CUSTOMER SERVICE POLICY FOR THE  
MUNICIPALITY OF NORTHERN BRUCE PENINSULA

WHEREAS, pursuant to Section 9 of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS, pursuant to Section 8(1) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, the powers of a municipality under this or any other Act shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS the Corporation of the Municipality of Northern Bruce Peninsula is committed to a consistent, uniform process to respond to complaints received from the public regarding programs, facilities, Municipal services, staff and/or operational procedures;

AND WHEREAS the Corporation of the Municipality of Northern Bruce Peninsula acknowledges the importance of public input as an invaluable method of collecting feedback relating to its services, operations and facilities as the information garnered will assist the Municipality to enhance the quality of service and the client experience for residents and visitors alike.

NOW THEREFORE the Corporation of the Municipality of Northern Bruce Peninsula hereby enacts as follows:

1. THAT the Customer Service Policy attached hereto as Schedule A forms part of this by-law.
2. THAT the Municipal Complaint Form attached hereto as Schedule B forms part of this by-law.
3. THAT the Customer Service Policy Flow Chart attached hereto as Schedule C forms part of this by-law.
4. THAT this By-law shall come into full force and effect on January 1, 2019.

READ A FIRST AND SECOND TIME THIS 13<sup>th</sup> DAY OF AUGUST, 2018.

READ A THIRD TIME, FINALLY PASSED, SIGNED AND SEALED THIS 13<sup>th</sup> DAY OF AUGUST, 2018.

  
MAYOR – Milt McIver

  
CLERK – Mary Lynn Standen

# Municipality of Northern Bruce Peninsula

## CUSTOMER SERVICE POLICY

Schedule A to By-law No. 2018-32

Approved by By-law No. 2018-32  
this 13<sup>th</sup> day of August, 2018  
effective January 1, 2019

## PURPOSE

The Municipality of Northern Bruce Peninsula acknowledges the importance of public input as an invaluable method of collecting feedback relating to the services, operations and facilities that the Municipality provides, maintains and oversees. We welcome concerns and issues being raised so that the quality of service provided by the Municipality can be improved and the client experience for residents and visitors alike can be fostered and enhanced.

The Municipality strongly believes that a consistent and uniform process must be established to address and respond to complaints received from members of the public as it relates to programs, facilities, Municipal services, staff and/or operational procedures.

## SCOPE

Complaints are expressions of dissatisfaction about an action or a lack of action taken with respect to the operations, programs, facilities, staffing and/or the services provided by the Municipality or by an individual/company acting on behalf of the Municipality. The authors of all written complaints expect responses to be provided.

If you are a resident, a business owner, a community group and/or a person who works in or visits NBP, you can be affected by Municipal services thereby making you entitled to file a written complaint when you feel it is warranted. The prescribed complaint form is available on the Municipal website as well as at the Municipal Office.

All written complaints will be dealt with promptly, respectfully, courteously, impartially and professionally. A complainant shall not receive any adverse treatment or live in fear of reprisal.

## PROCESSING

Once a complaint has been filed in writing, processing of the complaint begins and includes, but is not limited to, tracking of the complaint and advice on the status of the complaint being provided to the complainant.

Complaints will be addressed 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 MFIPPA.

The complaint process will not deal with requests for new and/or additional service provision, feedback/compliments, general inquiries and/or anonymous complaints.

## COMPLAINTS

### Conduct of Municipal Employees

- shall be submitted in writing on the prescribed complaint form attached hereto as Schedule B and processed in accordance with the Municipality's Corporate Policy.

### Conduct of Members of Council

- shall be submitted in writing and processed pursuant to the Municipality's Code of Conduct for the Members of Council by-law.

### Closed Session Meetings

- shall be addressed with the Ombudsman Ontario Office.

### By-law Violations

- shall be submitted in writing on the prescribed complaint form attached hereto as Schedule B.

### Municipal Services and/or Facilities

- shall be submitted in writing on the prescribed complaint form attached hereto as Schedule B and then distributed to the appropriate Municipal department.

### Anonymous

- or complaints lacking sufficient information will not be investigated.

### Frivolous and/or Vexatious

- may not be investigated as determined by the Municipality's Chief Administrative Officer (CAO) or designate after consultation has taken place with the respective department.

### Ombudsman Ontario Office

- when a complaint cannot be resolved through the Municipality's complaint process, it may be submitted to the Ombudsman Ontario Office by the complainant.

## INFORMAL COMPLAINTS

It is the responsibility of Municipal employees to attempt to resolve problems or concerns before they become formal complaints.

## FORMAL COMPLAINTS

A formal complaint is generated when an informal resolution could not be successfully achieved and/or if the complaint is submitted in writing to the Municipality on the prescribed form attached hereto as Schedule B.

## SUBMISSION OF COMPLAINTS

Please submit the complaint in one of the following ways:

- in person at the Municipal Office, 56 Lindsay Road 5
- or by fax to (519) 793-3823
- or by email to the respective Municipal department
- or by regular mail

## COMPLAINT CONTENT

Complaints shall be in writing and include, but not be limited to, the following information:

- full complainant details (name, address, contact numbers, email, etc.)
- details of event
- location where the event took place
- date and time of event
- names of those involved in the event
- what actions, verbal or otherwise, that took place at the event
- photographs of the event, where applicable
- what resolution is being sought
- additional details which may be relevant

## COMPLAINT INVESTIGATION

In response to a complaint, the respective investigating Municipal staff member shall review the complaint, summarize the facts, provide information regarding the investigation process, outline his/her findings/outcome and recommend an appropriate resolution to the situation along with supporting rationale.

## COMPLAINT OUTCOME

Resolutions to be considered may include an explanation, an apology, reconsideration, reimbursement, restitution and/or a change in policy. These are possible remedies for contemplation by the investigating Municipal staff member.

The Municipality shall provide the complainant with a response and, when necessary, identify the next steps, namely, in the case of an appeal to the CAO.

## SERVICE STANDARD

When handling written complaints, the following service standards must be met:

- an acknowledgement of receipt of the complaint must be provided to the complainant within five (5) business days. The acknowledgement must state the name and contact information of the Municipal staff member investigating the complaint and the complaint process.

In case a complaint is received by the wrong department, the complainant shall be advised that this has occurred and also be provided with the name of the Municipal staff member at the respective department to which the complaint has been referred.

- a final response or update must be provided to the complainant within thirty (30) business days from the date of receipt of the complaint. Should there be exceptional or extenuating circumstances involved, the response/update shall be identified and acknowledged to the complainant by the CAO.

## MUNICIPAL RESPONSIBILITY

### Staff Members

All staff members must be trained on the Municipality's Customer Service Policy.

### Management

Management staff is responsible to ensure that the prescribed complaint form is available and that the service standard for all complaints has been met or exceeded.

## MONITORING AND TRACKING COMPLAINTS

All complaint records will be kept securely but accessible for regular review and analysis in order to capture recurring issues which will result in action being taken to improve customer service and satisfaction.

## CONFIDENTIALITY

The identity of the complainant and the complaint database content must be kept strictly confidential as personal information, which is subject to MFIPPA, is contained therein.

## DELEGATION AND DISPUTE RESOLUTION

Any dispute lodged by the public relating to the Customer Service Policy shall be referred to the CAO, or his/her designate, who has the authority to make a determination, in writing, on the matter.



**Municipality of Northern Bruce Peninsula  
Municipal Complaint Form (Internal Use)**

Schedule B

Tracking number: \_\_\_\_\_ Complainant name: \_\_\_\_\_

Date complaint received: \_\_\_\_\_

**COMPLAINT STAGE 1 – ACKNOWLEDGEMENT**

Notification of receipt of complaint by Clerk's Office: \_\_\_\_\_

Complaint transferred to: \_\_\_\_\_ Date transferred: \_\_\_\_\_

**COMPLAINT STAGE 2 – ASSESSMENT**

*The complaint may be terminated at this point if a resolution is mutually resolved.*

this complaint is a duplicate

more detailed information is required from the complainant

- date of request for additional information (dd/mm/yyyy): \_\_\_\_\_
- date additional information received: \_\_\_\_\_
- details of additional information received: \_\_\_\_\_

complaint can be resolved informally

- date of informal resolution (dd/mm/yyyy): \_\_\_\_\_
- informally resolved by: \_\_\_\_\_

**COMPLAINT STAGE 3 – INVESTIGATION**

Investigation notes:



Investigation notes (continued):

#### COMPLAINT STAGE 4 – RESOLUTION

*A resolution has been pursued and communication of the decision is provided to the complainant in writing.*

**Decision shall include:**

- |  |   |
|--|---|
| <input type="checkbox"/> overview of the complaint     | <input type="checkbox"/> outline of the findings/outcome  |
| <input type="checkbox"/> summary of the facts          | <input type="checkbox"/> recommend an appropriate resolution to the situation along with the supporting rationale |
| <input type="checkbox"/> outline investigation process |   |

Date of decision to complainant (dd/mm/yyyy): \_\_\_\_\_

#### COMPLAINT STAGE 5 – RECORDS MANAGEMENT

- all physical and electronic records been transferred to the Clerk's Department

#### APPEAL TO CAO – DELEGATION AND DISPUTE RESOLUTION – FINDING/OUTCOME

\_\_\_\_\_  
Date/Time CAO determination provided by complainant: \_\_\_\_\_

- Matter referred to Ontario Ombudsman Office (unable to resolve at Municipal level)



# Municipality of Northern Bruce Peninsula Municipal Complaint Form (Public Use)

Schedule B

## HOW TO MAKE A COMPLAINT

The Municipality of Northern Bruce Peninsula Clerk's Office has procedures for receiving and handling complaints from citizens who are dissatisfied with service, actions or lack of action by a Municipal department or staff member. We recommend you first speak directly with the service area where you have an issue, in person or by telephone. Most complaints are received verbally and can be resolved promptly by the department in charge of the service.

If you are not satisfied with how your verbal complaint is handled, you can submit a written complaint by completing this form which is available on the our website at [www.northbrucepeninsula.ca](http://www.northbrucepeninsula.ca).

## COMPLAINANT CONTACT DETAILS

First name *	Last name *
Email address (considered the most prompt way we can communicate with you)	
Mailing address *	Phone number *
Note: if only a mailing address is provided our response timelines may be extended.	Note: we only call if we require clarification

## COMPLAINT TYPE

- |                                       |   |   |   |
|---------------------------------------|---|---|---|
| <input type="checkbox"/> Noise        | <input type="checkbox"/> Parking        | <input type="checkbox"/> Property Standards   | <input type="checkbox"/> Winter maintenance |
| <input type="checkbox"/> Noise (dogs) | <input type="checkbox"/> Facilities     | <input type="checkbox"/> Building (no permit) | <input type="checkbox"/> Other              |
| <input type="checkbox"/> Roads        | <input type="checkbox"/> Garbage        | <input type="checkbox"/> Illegal camping      |   |
| <input type="checkbox"/> Fireworks    | <input type="checkbox"/> Animal Control |   |   |
| <input type="checkbox"/> Staff        | <input type="checkbox"/> Street lights  |   |   |

## SUMMARY OF COMPLAINT

Please record information on what happened, who was involved, dates and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper.

Details
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Service area/location of problem
Staff persons involved (if known and applicable)
List of enclosures (include copies of any documentation in support of the complaint)

**RESOLVE**

How do you suggest the complaint be resolved?
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**SIGN OFF**

Complainant's signature
Date complaint submitted (mm/dd/yyyy)

**TIMELINE**

Clerk's Office staff will contact you to acknowledge this complaint within 1 to 5 business days after receiving this completed form. The Clerk's Office will forward the complaint on to the Investigating Municipal Staff Employee who will respond within 30 days of receipt of this complaint. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

**NOTICE OF COLLECTION**

The personal information you choose to provide on this form is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* which will be used to investigate the complaint and may be used for contact purposes but is otherwise considered confidential. Questions about this collection can be directed to the Municipal Clerk at 56 Lindsay Road 5, Lion's Head, Ontario N0H 1W0 or by telephone at (519) 793-3522, X229 or [clerk@northernbruce.ca](mailto:clerk@northernbruce.ca).

**FOR CLERK'S OFFICE USE ONLY**

Date complaint received (mm/dd/yyyy)	Receiver initials	Tracking number
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Schedule C to By-law No. 2018-32

CUSTOMER SERVICE POLICY FLOW CHART

