

Municipality of Northern Bruce Peninsula

CUSTOMER SERVICE POLICY

Schedule A to By-law No. 2018-32

Approved by By-law No. 2018-32
this 13th 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.