

TOWN OF BRUNO			
Policy #	Municipal Complaint Policy	Date: 2016	
Date of resolution and coming into force:		Resolution #	
Revision #		Amendments	0

PURPOSE

This policy is intended to enable the Town of Bruno (municipality) to promptly and effectively address concerns raised by members of the public. The policy will assist the municipality in providing excellent service to the public, and contribute to continuous improvement of operations. The Municipality strives to reduce customer dissatisfaction by:

- Providing a timely and accurate response to complaints; and,
- Using complaints as an opportunity to improve issues.

DEFINITION

A complaint is an expression of dissatisfaction related to a municipal program, service, facility, or staff member, where a citizen believes that the municipality has not provided a service experience to the customer's satisfaction at the point of service delivery and a response or resolution is explicitly or implicitly expected.

A complaint is distinct from:

- a request for service made on behalf of a citizen for a specific service, or to notify the municipality that a scheduled service was not provided on time.
- a general enquiry or specific request for information regarding municipal service
- an opinion or feedback, comment and expression of interest in a program or service
- an expression of approval or compliment for municipal staff member, program, product or process.
- a suggestion or idea submitted by a customer with the aim of improving services, programs, products or processes.

The policy is not for complaints:

- regarding staff members that are employed by a service provider contracted by the municipality. They shall be subject to the policies of that service provider.
- issues addressed by legislation, or an existing municipal by-law, policy or procedure;
- a decision of Council or a decision of a committee of Council; or,
- internal employee complaints
- matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

FRONTLINE RESOLUTION

It is the responsibility of the complainant to attempt to resolve concerns by dealing with Town employee(s) directly involved with the issue where appropriate.

It is the responsibility of all Town employees to attempt to resolve issues or concerns before they become complaints, and identify opportunities to improve municipal services.

PROCESS FOR FILING A COMPLAINT

Filing the Complaint

Where frontline resolution cannot be achieved, complaints should be submitted to the Clerk or designate, on the form attached as Schedule "A". All information must be completed.

Receipt and Acknowledgement

The Clerk shall log the complaint and forward a copy to the Department Head or designate. Within seven (7) business days of receipt of the complaint, the Clerk shall acknowledge to the complainant in writing that the complaint was received.

Investigation

A Department Head may not delegate the authority to investigate a complaint to an employee who is or may be named in the complaint.

If a complaint is made against the Department Head, the Administrator or designate shall conduct the investigation.

If a complaint is made against the Administrator, the Mayor shall consult with Council and may designate other qualified individual at arms length from the municipality, to investigate.

The designated investigator shall review the issues identified by the complainant and in doing so may:

- Review relevant municipal and provincial legislation;
- Review the municipality's relevant policies and procedures;
- Review any existing file documents;
- Interview employees or member of the public involved in the issue;
- Identify actions that may be taken to address the complaint or improve municipal operations; or,
- The Department Head may, at their discretion, notify Council of an open complaint investigation for information purposes.

Decision

Within thirty (45) calendar days of receipt of a complaint, the Department Head shall provide a response in writing to the complainant.

The response shall include:

- Whether the complaint was substantiated,
- If the complaint is not substantiated, provide reason(s) for their decision; and,
- Any actions the municipality has or will take as a result of the complaint.
- If the Department Head is unable to provide a response within thirty (30) calendar days, they shall notify the complainant of the delay and provide an estimate of when a response will be provided.

Record

The Department Head shall file a copy of the complaint and resolution with the Clerk. The Clerk shall maintain a file of the complaint. If a municipal employee was the subject of the complaint, a copy of the record shall be retained in their personnel file.

APPEAL PROCESS

Once the municipality has communicated the decision to the complainant, there is no appeal process at the municipal level.

NON-COMPLIANCE

Non-compliance with this complaint policy may result in the complaint being filed with the Ombudsman for investigation

PROCESS SUMMARY

- CLERKS DEPARTMENT:**
- RECEIVES WRITTEN COMPLAINT
- LOGS COMPLAINT
- FORWARDS TO APPROPRIATE DEPARTMENT HEAD
- ACKNOWLEDGES RECEIPT TO COMPLAINANT WITHIN 7 DAYS

- DEPARTMENT HEAD/MAYOR:**
- INVESTIGATE THE COMPLAINT
- MAKE A DECISION
- NOTIFY THE COMPLAINANT OF THE OUTCOME WITHIN 30 DAYS OF THE FILING OF THE COMPLAINT
- FILE A COPY OF THE DECISION WITH THE CLERK

- CLERKS DEPARTMENT:**
- FILE A COPY OF THE DECISION