

## NORTH FRONTENAC – STANDARD OPERATING POLICY (SOP)

SUBJECT: CONFIDENTIAL COMPLAINT  
HANDLING POLICY

POLICY NO:  
GEN - 0004

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***If this is an emergency please immediately call 9-1-1  
as emergencies are not handled through this SOP.***

### **PURPOSE**

This Policy is intended to be used by the Township of North Frontenac Administrative Staff and Council when handling complaints within the Township. The Township is committed to open communications with the public in an approach where all feedback is dealt with consistently, fairly, respectfully and to resolve complaints as quickly as possible. Our goal is to ensure that all Township related complaints are addressed, as per this SOP, to ensure continual improvement for the quality of our services to the public.

### **POLICY**

Complaints and enforcement shall be exercised at the Chief Administrative Officer's (CAO) discretion and in the best interest of the Township, while following Legislation and Policy.

Anyone, including but not limited to North Frontenac taxpayers and visitors, can lodge a complaint.

All complaints shall be in writing and addressed to the CAO only. Any complaints addressed to a Member of Council/Committee or an Employee shall be immediately forwarded in writing to the CAO for action.

The Public may contact the By-law Enforcement Officer (BLEO) directly if their question/ complaint/concern involves dogs such as running at large, barking dogs and/or *Dog Owners Liability Act* (DOLA) issues (except for dog tags).

### **PROCEDURE**

#### Definition of a Complaint

Complaints are defined as any expression of dissatisfaction or notice in relation to the Township of North Frontenac's municipal business.


#### Definition of an Enquiry

An enquiry is defined as a general or specific request for information regarding a Township of North Frontenac program, service or facility.

#### Submitting a Complaint

Only written complaints will initiate an action and can be received at the Municipal Office at 6648 Road 506, Plevna, Ontario; by fax @ (613) 479-2352; or by email to the CAO @ [cao@northfrontenac.ca](mailto:cao@northfrontenac.ca).

ISSUE DATE:  
JANUARY 11,  
2017

APPROVED BY:   
Cheryl Robson, CAO  
Per Resolution #33-16

REVISION DATE:

APPROVED BY:

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To lodge a complaint, the complainant is to provide their name and contact information, as the CAO cannot act on 'hearsay'. Also to allow the CAO to follow up, individuals (complainant) shall provide their written complaint and complete contact information (i.e. name and phone number or email address); and if the complaint is relating to a property within the municipality, the civic address (or complete directions to the property in question if there is no civic address posted).

All complaints shall remain confidential, including the complainant's name, however, if proceeding with legal action the complainant may be required to be a witness (i.e. if impacts the complainant and directly relates to them, such as but not limited to, dogs barking, noise, etc.).

### Acknowledgement of Receipt

The CAO shall promptly acknowledge all written complaints and advise the complainant that follow-up action will take place.

### Once Complaint Resolved

The CAO shall report back to the complainant once the complaint has been resolved.

### Monitoring, Tracking and Reporting

All complaints will be recorded and tracked upon receipt.

If the CAO determines it is an enquiry (not a complaint) it will not be included in the complaints tracking systems; however, a response to the enquiry will be provided.

The CAO Executive Assistant (CEA) maintains the confidential detailed complaints file and history as directed by the CAO and as defined in the separate in-house Complaints Processing SOP.

The CAO shall ensure continuous follow-up and resolution in a timely manner. There will be times when complaints will take a longer period of time to resolve (i.e. legal opinions, possible litigation, information may be required from outside Agencies, Managers, etc.).

The CAO shall provide Council with an Annual Administrative Report advising of the status of all Confidential Complaint Files including the number of complaints received during the annual reporting period; and to include all previous active and closed complaint files.

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