



Town of Whitby Procedure

Procedure Title: Public Complaint Procedure
Procedure Number: G160-001
Reference: Public Complaint Policy G 160
Date Approved: March 26, 2018
Date Revised: Not Applicable
Approval: Chief Administrative Officer
Point of Contact: Town Clerk

Purpose

The purpose of this procedure is to identify specific responsibilities of Town Staff for the receipt, coordination, and departmental review and response to any Formal Complaints that are submitted to the Town by members of the public.

Scope

This procedure applies only to Formal Complaints that are submitted to the Office of the Town Clerk on a form prescribed by the Town Clerk.

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1 Definitions

- 1.1 Complainant** means any member of the public who makes a Formal Complaint.
- 1.2 Complaint** means an expression of dissatisfaction with any decision or recommendation made or act done or omitted in the course of the administration of the Town of Whitby. For further clarity, see Section 2 of the Public Complaint Policy G 160, "What is a Complaint?".
- 1.3 Formal Complaint** means a written Complaint submitted on a form prescribed by the Town Clerk.
- 1.4 Ombudsman** means the individual designated and appointed by the Council of the Town of Whitby as an Ombudsman in accordance with the Municipal Act, or an Ombudsman having jurisdiction in accordance with the Ombudsman Act.

2 Responsibilities

- 2.1** Chief Administrative Officer to:
- Mandate compliance with this Procedure to ensure that Formal Complaints are handled in a timely and fair manner.
- 2.2** Department Heads to:
- Ensure Staff follow this Procedure when reviewing and responding to Formal Complaints;
 - Act as the final arbiter for the resolution and/or response to a Formal Complaint related to their department; and,
 - Consult with the CAO as required before determining the final response to a complaint.
- 2.3** Office of the Town Clerk to:
- Receive and track all Complaints submitted by members of the public; and,
 - Forward all Complaints received to the department responsible for review and response.

3 Complaint Submission and Processing

3.1 Submission

- a) All Formal Complaints shall be submitted to the Office of the Town Clerk on a form prescribed by the Town Clerk for that purpose.
- b) The Office of the Town Clerk shall provide an acknowledgement notice to the Complainant within 3 business days of initial receipt, identifying the case number assigned, whether the Complaint falls under the jurisdiction of the Public Complaint Policy, and if it does, which department the Complaint has been forwarded to for review and response.

3.2 Review and Response:

- a) The appropriate Staff within the department shall review the Complaint using the Internal Complaint Review and Response Form appended as Attachment 2 to this Procedure.
- b) Having reviewed the complaint and proposed a response and/or resolution, the Department Head shall review the proposed response and/or resolution to note their concurrence. When necessary, the Department Head shall consult with the CAO.
- c) Staff shall respond to the Complainant and provide a copy of the response and completed Internal Complaint Review and Response Form to the Office of the Town Clerk. The response shall indicate that if the complainant is dissatisfied with the response or resolution, they may pursue further review by the Town's Ombudsman.

3.3 Ombudsman:

- a) If a Complainant chooses to pursue further review of their Complaint by the Town's Ombudsman, the Town Clerk shall confirm that the Town has reviewed and provided a final response that has been confirmed by the Department Head.
- b) The Ombudsman will review the Complaint and conduct an investigation in accordance with the Agreement and Terms of Reference governing the Ombudsman's service relationship with the Town.

Appendices

Appendix 1 Public Complaint Process Workflow

Appendix 2 Internal Complaint Review and Response Form

Appendix 3 Formal Complaint Submission Form

Choose an item.

Matthew Gaskell, Chief Administrative Officer, x2211

Click here to enter a date.

Date