

<b>POLICY MANUAL</b>	<b>Policy No. 3-17</b>
<b>For Municipality of South Dundas</b>	<b>Effective Date: January 19, 2016</b>
<b>Subject: Customer Feedback, Compliments and Complaints</b>	<b>DEPARTMENT: All Departments</b>

## **Policy:**

The purpose of this policy is to address any public comments regarding the administration of the Municipality of South Dundas.

## **Definitions:**

**Complaint** is defined as an expression of dissatisfaction relating to a Municipal program, service, facility or staff member.

**Compliment** is defined as an expression of approval for a Municipal program, service, facility or staff member.

**Enquiry** is defined as a general or specific request for information regarding a Municipal program, service or facility.

**Feedback or Suggestion** is defined as an expression of interest in a Municipal program, service or facility or an idea submitted to the Municipality with the aim of improving Municipal programs, services or facilities.

**Request for Service** is defined as a request made by a resident for a specific service. For example, a request for services may include a request that the Municipality repair a street surface, report an issue relating to municipal water services, report damage to a Municipal facility or park, or report a lost/found dog.

## **Policy Scope:**

This policy applies to all compliments, complaints, feedback and suggestions received from members of the public regarding all administrative actions and functions of the Municipality of South Dundas.

**\*\* Enquiries and requests for service made by residents should be resolved at this point of service delivery.**

## **Objective:**

The Municipality of South Dundas is committed to continuous improvement and open communication with the public in an approach where all complaints are dealt with fairly in a respectful, transparent manner, and as quickly as possible.

## **Procedure:**

### Submitting Compliments, Complaints, Feedback or Suggestions

All public comments are encouraged to be submitted to the Municipality in writing. Individuals will be asked to submit the following information:

- Details of what happened;
- Where did it happen;
- When did it happen;
- Who was involved;
- What was said or done;
- What kind of resolution is being sought, if any; and,
- Contact information of the individuals submitting the intake form.

The Municipality of South Dundas requests that individuals include their contact information when submitting compliments, complaints, feedback and suggestions to the Municipality. This will allow staff to follow up with the individual, if necessary. All written submissions will be dealt with in a confidential manner in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

An Intake Form is provided on the Municipality of South Dundas website. This same form may be used for submitting compliments, complaints, feedback or suggestions.

### Acknowledgement of Receipt

All compliments, complaints, feedback and suggestions received by the Municipality should receive an acknowledgement of receipt within 24 to 48 hours during regular business days. If an intake form is received on a weekend or holiday, receipt should be acknowledged by 4:30 p.m. on the next business day.

If the individual has requested a response or resolution to a matter, then the acknowledgement of receipt should indicate an estimate timeline for further follow up and an indication of what the next steps may be expected.

## Monitoring, Tracking and Reporting

All compliments, complaints, feedback and suggestions will be recorded and tracked upon receipt. All action, in writing or by telephone/voicemail, discussion and resolution of any matter will be included as part of this electronic record.

Complaint and feedback records will be needed for regular review and analysis to identify recurring issues and to improve customer service and satisfaction. Annually, the number of complaints/feedback, type of complaints/feedback and number of resolved complaints may be included in a public report to Council. All personal information collected in carrying out this policy will be dealt with in a confidential manner in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.