

CORPORATE POLICY & PROCEDURE



Effective Date: June 7, 2016

SECTION: Public Relations
SUBJECT: Compliments and Complaints

PURPOSE

The purpose of this policy is to address any public comments regarding the administration of the Town of Erin.

DEFINITIONS

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

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

Enquiry is defined as a general or specific request for information regarding a Town of Erin program, service or facility.

Feedback or Suggestion is defined as an expression of interest in a Town of Erin program, service or facility or an idea submitted to the Town with the aim of improving Town 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 Town repair a street surface, report an issue relating to municipal water services, report damage to a Town facility or park, or report a lost/found dog.

POLICY SCOPE

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

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

POLICY STATEMENT

The Town of Erin 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.

POLICY REQUIREMENTS

Submitting a Compliment, Complaint, Feedback or Suggestions

All public comments are encouraged to be submitted to the Town 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;
- Contact information of the individuals submitting the intake form.

The Town of Erin requests that individuals include their contact information when submitting compliments, complaints, feedback and suggestions to the Town. 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 Town of Erin website. This same form may be used for submitting compliments, complaints, feedback or suggestions.

Acknowledgement of Receipt

All complaints, compliments, feedback and suggestions received by the Town 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 PM 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 the what 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*.



Compliments & Complaint Intake Form

Contact information

Notice of Collection:

The personal information collected on this form is collected under the authority of the Municipal Act, and will be used to investigate and/or follow up on the feedback you have submitted to the Town.

If you have any questions regarding this process please contact Dina Lundy, Clerk at (519) 855-4407 ext. 233 or by email to dina.lundy@erin.ca

1.	First Name:	
2.	Last Name:	
3.	Address:	
4.	Town/City:	
5.	Prov. & Postal Code:	
6.	Email address:	
7.	Telephone Number:	
8.	Are you a	✓
	Resident (including property owners and tenants)	
	Business Owner	
	Community Organizer	
	Vendor	
	Contractor	
	Visitor/Tourist	
	Other (please specify)	
9.	Please indicate how you would like us to contact you regarding your submission:	
	Email	
	Phone	
	Mail	
	Other (please specify)	

Details:																																																											
10.	Please select the item you're submitting:																																																										
	<table border="1"> <tr> <td>Compliment</td> <td></td> </tr> <tr> <td>Complaint</td> <td></td> </tr> <tr> <td>Feedback/Suggestion</td> <td></td> </tr> <tr> <td>Other (please specify)</td> <td></td> </tr> </table>	Compliment		Complaint		Feedback/Suggestion		Other (please specify)																																																			
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11.	Please indicate which department(s) or locations(s) were involved:																																																										
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13.	What type of contact or interaction did you have?																
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15.	When did it happen?																
16.	Who was involved? Who witnessed it?																
17.	What was said or done?																
18.	What kind of resolution is being sought?																
19.	Attachments: (letters, emails, photos, etc.)																
20.	Would you like to be contacted for follow up?																
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Yes:		No:															

21.	As an organization we are always trying to continuously improve. Do you have a suggestion for how we can improve a service or program?
22.	Please provide any additional comments: