

<p style="text-align: center;">CORPORATE POLICY & PROCEDURE</p>	 <p>WOOLWICH TOWNSHIP</p>	<p>Policy No.: PR-06 Pages: 4 Effective Date: October, 2015 Supersedes: N/A</p>
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SECTION: Public Relations
SUBJECT: Compliments and Complaints

PURPOSE

The purpose of this policy is to address any public comments regarding the administration of the Township of Woolwich.

DEFINITIONS

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

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

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

Feedback or Suggestion is defined as an expression of interest in a Township of Woolwich program, service or facility or an idea submitted to the Township with the aim of improving Township 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 Township repair a street surface, report an issue relating to municipal water services, report damage to a Township 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 Township of Woolwich.

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

POLICY STATEMENT

The Township of Woolwich 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 Township 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 Township of Woolwich requests that individuals include their contact information when submitting compliments, complaints, feedback and suggestions to the Township. 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 Township of Woolwich 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 Township 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 5:00 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 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*.