



Administrative Policy #2018-02

Citizen Complaint Policy

1. **Purpose:**

The purpose of this policy is to enable the Town of Digby to promptly and effectively address program and service delivery concerns raised by members of the public.

2. **Definitions:**

In this policy:

- **“Complainant”** means the individual filing the complaint with the Town of Digby;
- **“Complaint”** means an issue or concern raised with a municipal program, service, or operation which is not resolved at the time of the incident and for which the complainant submits their concerns to the Town of Digby in accordance with this policy;
- **“CAO”** means Chief Administrative Officer of the Town of Digby.
- **“Council”** means council of the Town of Digby;
- **“Designated Officer”** means the CAO, or the position or employee designated to address the complaint;
- **“Employee”** means an employee of the Town of Digby;
- **“Mayor”** means the Mayor of the Town of Digby;
- **“Ombudsman”** means the Nova Scotia Office of the Ombudsman.

3. **Scope:**

This policy will assist the Town of Digby in providing excellent service to the public, and contribute to a continuous improvement of operations. The Town of Digby strives to reduce customer dissatisfaction by:

- Providing timely and accurate response to complaints; and
- Using complaints as an opportunity to improve program and service delivery issues.

This policy is not meant to address:

- Complaints about non-municipal services;
- Issues already addressed by legislation, or an existing Town of Digby bylaw, policy or procedure;
- A decision of Council or a decision of a committee of Council.
- Internal employee complaints.

4. Procedures:

Designated Officer:

- A Designated Officer may delegate the authority to investigate a complaint to another employee, where s/he deems appropriate.
- A Designated Officer may not delegate the authority to investigate a complaint to an employee who is or may be named in the complaint.
- If a complaint is made against the Designated Officer, the Mayor shall review the matter and may:
 - Consult with the Executive Committee;
 - Refer the matter to the CAO if CAO is not the designated Officer in the matter;
 - Consult with Town Council;
 - Consult with legal Counsel; or
 - Refer matter to the Ombudsman

Front Line Resolution:

- It is the responsibility of the complainant to attempt to resolve concerns by dealing with the employee(s) directly involved with the issue where appropriate.

- It is the responsibility of all employees to attempt to resolve issues or concerns before they become complaints, and identify opportunities to improve municipal services.

Filing a Complaint:

- Where frontline resolution cannot be achieved, complaints should be submitted to the Designated Officer and include:
 - The name, phone number, e-mail address, and mailing address of the individual submitting the complaint.
 - The nature of the complaint including the:
 - background leading to the issue(s);
 - date(s), time(s) and location(s) of the incident(s); and
 - name(s) of any employee(s) previously contacted regarding the issues(s); and
 - Any action(s) being requested of the Town of Digby.
- Complaints may be submitted on the form provided in Schedule A.

Receipt and Acknowledgement:

- The Designated Officer shall acknowledge in writing that the complaint has been received within five (5) business days of receipt of the complaint.

Investigation:

- The Designated Officer shall review the issues identified by the complainant and in doing so may:
 - Review relevant municipal and provincial legislation;
 - Review the Town of Digby’s relevant policies and procedures;
 - Review any existing file documents;
 - Interview employees or members of the public involved in the issue;
 - Identify actions that may be taken to address the complaint or improve municipal operations; or
 - Take other actions the Designated Officer deems expedient to resolving the matter.

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- The Designated Officer shall maintain a file of the complaint in compliance with the Town of Digby’s records management policy.

Decision:

- Within [30 calendar days] of receipt of a complaint the Designated Officer shall provide a response in writing to the complainant. The response shall include:
 - Whether the complaint was substantiated,
 - If the complaint is not substantiated, the Designated Officer shall provide reason(s) for their decision.
 - Any actions the [Municipality] has or will take as a result of the complaint.
- If the Designated Officer is unable to provide a response within [30 calendar days], s/he shall notify the complainant of the delay and provide an estimate of when a response will be provided.

Clerk's Annotation for Official Policy Book	
Date of Notice:	February 20, 2018
Date of adoption:	March 6, 2018
Policy effective date:	March 6, 2018
I certify that this Citizen Complaint Policy was adopted by Council as indicated above.	
 <hr/>	<u>March 6, 2018</u>
Clerk	Date

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Schedule A
Customer Service Complaint Form

Please take a moment to fill out this form. Your opinions and suggestions will enable the Town of Digby to improve program and service delivery.

NAME: _____ PHONE: (H) _____ (W) _____

CIVIC ADDRESS: _____

MAILING ADDRESS: _____

COMPLAINT LOCATION: _____

TYPE OF CONCERN / COMPLAINT:

- | | | |
|---|--|---------------------------------------|
| <input type="checkbox"/> Sewer Backup | <input type="checkbox"/> Sidewalk | <input type="checkbox"/> Snow Removal |
| <input type="checkbox"/> Road Maintenance | <input type="checkbox"/> Green Cart | <input type="checkbox"/> Storm Drain |
| <input type="checkbox"/> Water Leaks | <input type="checkbox"/> Street Lights | <input type="checkbox"/> Bylaw |
| <input type="checkbox"/> Other _____ | | |

DETAILS OF CONCERN / COMPLAINT: _____

Was a Town employee involved? Yes No Who? _____

DESIRED RESOLUTION: _____

Have you raised this concern/complaint with other members of Council or Staff? Yes No

If Yes, When and with Whom: _____

Note: Initial written response can be expected within five (5) business Days, please select method of contact – (check one)

- Email Mailing Address Fax _____

Priority Rating: (Check one) Low Medium High

DOCUMENT COMPLETED BY: _____ DATE: _____

Office Use Only

Frontline Resolution Completed by _____ Date _____

Designated Officer(s) Appointed: _____

Notification of Complaint (date) _____ Acknowledgement with Complainant (date) _____

(Note: Notify Complainant in Writing 5 days of receipt as per policy)

Results of Investigation:

Date Investigation Completed: _____

Within 30 days of receiving complaint? Yes No If "No", Why?

(Note: if "No," contact complainant (in Writing) to advise delay and expected completion date, as per Policy.)

Complainant was notified on (Date & Time) _____

Method of Notification: Email Mailing Address Fax

Date final resolution was reached? _____

Was Complaint substantiated? Yes No

If not substantiated, why?

What actions will be taken as a result of this complaint?

Signature of Designated Officer _____

Date: _____