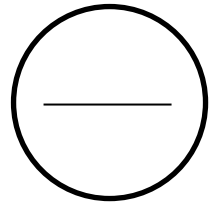


MUNICIPALITY OF GROSSE ILE

COMPLAINTS MANAGEMENT POLICY

POLICY 3

Adopted March 9, 2011
Resolution R2011-037



Complaints Management Policy

The members of the municipal council believe in providing quality services to its citizens. They welcome feedback from residents and will work towards improving services, to the best of their ability, if the need arises.

Objectives:

- Listen to resident's feedback
- Improve services, if the need arises
- Build upon community well-being

Definitions

Complaint

A complaint is an expression by a complainant, in writing, of any dissatisfaction with an event, service, person or action for which a solution or change is sought.

Substantiated complaint

A situation where a person is adversely affected or suffers damage or loss, and when the modification of a situation is required. Once registered, the process to correct the situation begins.

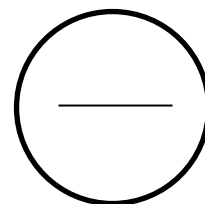
Unsubstantiated complaint

A complaint that is based on rumours and is vague or ill-defined as well as anonymous comments, suggestions and unsigned notices or claims.

Guidelines

The following are the three policy guidelines:

1. All complaints must be submitted in writing and signed. If the complainant refuses to submit or to sign the written complaint, it will not be registered and no action will be taken.
2. All complaints will be forwarded to the Director-General, who in turn will inform the council as well as any department or individual directly or indirectly related to the complaint. In the absence of the Director-General, the Administrative Assistant is authorized to receive complaints.
3. All complaints will be processed with the same respect and attention by all parties in a confidential and impartial manner. The complaint must be submitted in a calm and orderly manner, without becoming belligerent or abusive to either parties involved, or with the staff or representative of the Municipality. If such is the case, the complaint may be rejected and the complainant may be requested to resubmit the complaint in a calm and orderly manner.



Procedures

Receiving and acknowledging complaints

- The complaint must be in the form of a written notice, signed and dated and submitted to the Director-General of the Municipality or any other party authorized by this present policy.
- Only substantiated complaints to the municipality will receive an acknowledgement of reception within eight (8) working days. Within thirty days following the acknowledgement of reception of the complaint, the complaint will receive information of the measures undertaken, as the case may be.
- No written complaint will be accepted during public council sittings.

Steps to be taken in the complaint management process

1. Reception of the complaint
2. Forward complaint to appropriate service
3. Rapid acknowledgement of complaint
4. Determine and document a solution. The complainant may be asked to participate in the process to determine the appropriate solution.
5. Forward information and/or solution, as the case may be, to the complainant in writing.
6. Document and file in municipal archives

Rose Elmonde Clarke
Mayor

Janice Turnbull
Director-General