



2021 Division Road North
Kingsville, Ontario N9Y 2Y9
(519) 733-2305
www.kingsville.ca
kingsvilleworks@kingsville.ca

Date: September 5, 2018
To: Mayor and Council
Author: Jennifer Galea, Human Resources Manager
RE: Policy Review- Complaint Processing Policy
Report No.: CS-2018-20

AIM

Obtain council approval to implement the Complaint Processing Policy, Policy #CS-021.

BACKGROUND

Bill 8, the Public Sector and MPP Accountability and Transparency Act, 2014, requires municipalities to have a process in place for receiving and handling of complaints. The Human Resources Manager completed a comprehensive review of the Town's human resources policies and procedures. During this review, it was determined that the Town of Kingsville does not have a formal policy in place to address complaints related to programs, facilities, services, staff or operational procedures. Currently, all complaints are being processed through Kingsville Works, which is our service request system.

The attached draft Policy addresses the above noted legislative requirement by establishing a process for residents, visitors and members of public a formal procedure to express dissatisfaction with a municipal service, facility and/or staff members.

DISCUSSION

Currently, complaints received by the Town are logged in KingsvilleWorks. This system is online and its intended function is to deal with service requests or complaints related to by-law infractions. Requests are filtered to the appropriate department by front line staff. All requests logged in the system can be viewed by any staff member with log-in credentials.

Using KingsvilleWorks as a complaint resolution system is problematic for the following reasons:

- It was not designed to address concerns from members of the public related to employees. The open access nature of the system creates confidentiality issues when complaints are received that pertain to other employees.
- *Bill 8* mandates that municipalities are required to establish a formal process to deal with service, facility and staffing concerns. Additionally, there are privacy considerations under the *Municipal Freedom of Information and Protection of Privacy Act*.
- The “request” form in KingsvilleWorks does not take into consideration the various elements of the complaint process that Administration is recommending. The policy outlines a central receiving department that distributes the complaint appropriately and outlines what information the “Investigator” is to document at each stage of the investigation.

The attached Policy is designed to address all complaints that are received from a member of the public regarding dissatisfaction to a municipal program, service, facility, staff member or volunteer (i.e. complaint about a interaction with staff, or unhappiness with an attended program etc.). The Policy will not deal with requests for service, complaints about a Council decision, feedback, internal employee complaints and issues addressed by legislation/by-laws.

The Policy follows four stages:

1. Complaint is received.

The Corporate Services Department will receive a formal complaint which will be completed on the “Municipal Complaint Form”, acknowledge the receipt of the complaint and assign it a formal tracking number, which shall be supplied to the complainant. The complaint will be forwarded to the appropriate town employee for investigation.

2. Investigation.

The investigating employee will investigate the complaint documenting their investigation on the “Municipal Complaint Tracking Form”. Generally, all investigations and the decision/resolution will be determined within 30 days of the receipt of the complaint. All records and follow up will be completed and forwarded to Corporate Services Department.

3. Communication of the Decision.

The complainant will be notified of the decision/resolution either verbally or in writing. Decisions rendered in writing shall be appended to the Tracking Form. If the decision is communicated verbally, the communication shall be documented on the Tracking Form.

4. Close File and Records Retention.

The investigating employee will close the file and forward the documents to the Corporate Services Department to retain the concern and resolution in accordance with the Town's retention schedule.

LINK TO STRATEGIC PLAN

Effectively manage corporate resources and maximize performance in day-to-day operations.

FINANCIAL CONSIDERATIONS

There are no direct financial costs associated with rolling out and training staff on the policy updates. The Human Resources Manager can provide the necessary staff training.

CONSULTATIONS

Senior Management Team

RECOMMENDATION

Council adopt the Complaint Processing Policy.

Jennifer Galea

Jennifer Galea, CHRL
Human Resources Manager

Jennifer Astrologo

Jennifer Astrologo B.H.K. (Hons), LL.B.
Director of Corporate Services/Clerk

Peggy Van Mierlo-West

Peggy Van Mierlo-West, C.E.T.
Chief Administrative Officer