



TOWN OF KENTVILLE POLICY STATEMENT G66 CITIZEN COMPLAINT POLICY

1.0 PURPOSE

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

2.0 DEFINITIONS

“Complainant”

The individual filing the complaint with the Town of Kentville;

“Complaint”

An issue or concern raised with a municipal program, service or operation which was not resolved at the time of the incident, and for which the complainant submits concerns to the Town of Kentville, in accordance with this policy;

“Designated Officer”

The CAO, or the position or employee designated to address the complaint;

“Employee”

An employee of the Town of Kentville;

“Ombudsman”

The Nova Scotia Office of the Ombudsman.

3.0 SCOPE

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

- (a) providing a timely and accurate response to complaints; and
- (b) using complaints as an opportunity to improve program and service delivery issues.

1. This policy is *not* meant to address:

- (a) complaints relating to treatment by a police department or a specific police officer, or the behaviour of a police officer; (*See the complaint form issued by the Office of the N.S. Complaints Commissioner.*)
- (b) complaints about non-municipal services;
- (c) issues already addressed by legislation, or by an existing Kentville bylaw, policy or procedure;
- (d) a decision of Council or a decision of a Committee of Council;
- (e) a grievance covered by the Town of Kentville's collective agreements; or
- (f) internal employee complaints.

4.0 PROCEDURES

Designated Officer:

- 2. The Designated Officer may delegate the authority to investigate a complaint to another employee, where deemed appropriate.
- 3. The Designated Officer may not delegate the authority to investigate a complaint to an employee who is, or may be, named in the complaint.
- 4. If the complaint is made against a Designated Officer, the Mayor shall review the matter and may:
 - (a) consult with the Town's Finance and Administration Committee;
 - (b) refer the matter to the CAO
 - (c) consult with Town Council;
 - (d) consult with legal counsel; or
 - (e) refer the matter to the Ombudsman.

Frontline Resolution

- 5. 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.
- 6. It is the responsibility of all employees to attempt to resolve issues or concerns before they become complaints, and to identify opportunities to improve municipal services.

Filing a Complaint:

- 7. Where frontline resolution cannot be achieved, complaints should be submitted to the Designated Officer and should include:
 - (a) the name, phone number, e-mail address and mailing address of the individual submitting the complaint;
 - (b) the nature of the complaint, including the:
 - (i) background leading to the issue(s);
 - (ii) date(s), time(s), location(s) of the incident(s); and
 - (iii) name(s) of any employee(s) previously contacted regarding the issue(s); and
 - (c) any action(s) being requested of the Town of Kentville.

8. Complaints may be submitted on the form provided, known as “Schedule A”.

Receipt and Acknowledgement:

9. Within five (5) business days of receipt of the complaint, the Designated Officer shall advise the complainant (in writing) that the matter is expected to be finalized within thirty (30) calendar days.

Investigation:

10. The Designated Officer shall review the issues identified by the complainant and in doing so may:
 - (a) review relevant municipal and provincial legislation;
 - (b) review the Town of Kentville’s relevant policies and procedures;
 - (c) review any existing file documents;
 - (d) interview employees or members of the public involved in the issue;
 - (e) identify actions that may be taken to address the complaint or improve municipal operations; and/or
 - (f) take other actions the Designated Officer deems expedient to resolving the matter.
11. The Designated Officer shall maintain a file of the complaint in compliance with the Town of Kentville’s records management policies.

Decision:

12. Within thirty (30) calendar days of receipt of a complaint, the Designated Officer shall provide a response in writing to the complainant. The response shall include:
 - (a) if and how the complaint was substantiated;
 - (b) if the complaint is not substantiated, reason(s) for this decision;
 - (c) any actions the Town of Kentville has or will take as a result of the complaint.
13. If the Designated Officer is unable to provide a response within thirty (30) calendar days, notification shall be made to the complainant of this delay, along with a time in which a response will be provided.

5.0 ASSOCIATED DOCUMENTS

Schedule A: Customer Service Complaint Form

6.0 POLICY REVISION HISTORY

Date Created: September 29, 2014
Revisions: January 2017. Reformatted.



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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 Kentville to improve program and service delivery.

Name: _____ Phone #: (h) _____ (w) _____

Civic Address: _____ Cell # _____

_____ E-mail Address _____

Concern(s) /Complaint(s)/ Date(s):

Was a Town Employee involved? Who?

Desired Resolution:

Have you raised this concern with other members of Council or Staff? Yes: _____ No: If yes, when and with whom:

(Note: Initial written response can be expected within 5 business days) Select method of contact - **(check one)**

Email (if different from above) _____

Civic Address (if different from above): _____

Priority Rating: (check one) Low: _____ Medium: _____ High: _____

Document Completed by: _____ Date: _____

(Page 2 for Office Use Only)

Office Use Only

Frontline Resolution completed by _____ Date _____

Designated Officer(s) Appointed: _____

Notification of complaint (date) _____ Acknowledge with complainant (date) _____
(Note: Notify Complainant in writing within 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 Civic 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 _____