

**THE CORPORATION OF THE
TOWNSHIP OF DRUMMOND/NORTH ELMSLEY**

BY-LAW NO. 2025-035

COMPLAINTS POLICY

WHEREAS, Section 9 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under the Municipal Act or any other Act;

WHEREAS, Section 5 (3) of the *Municipal Act, 2001* S.O. 2001, Chapter 25, as amended, states that the powers of a municipality shall be exercised by by-law;

AND WHEREAS, Section 11(1) of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, provides that a lower-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

AND WHEREAS the Township of Drummond/North Elmsley is committed to the efficient and effective delivery of services to residents, visitors and the general public;

AND WHEREAS this policy will assist in improving customer service to the public and reduce dissatisfaction by providing a timely response to complaints and using complaints as an opportunity to improve the Municipality's services, operations and facilities.

NOW THEREFORE BE IT RESOLVED THAT, the Council of the Corporation of the Township of Drummond/North Elmsley enacts as follows;

1. GENERAL REGULATIONS

1.1 THAT, the Complaints Policy is hereby adopted and attached hereto as Schedule "A" and forming part of this By-Law.

2. BY-LAWS REPEALED

2.1 By-Law No. 2016-013 is hereby repealed.

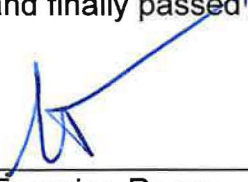
2.2 All by-laws or parts thereof and resolutions passed prior to this by-law which are in contravention of any terms of this by-law are hereby rescinded.

3. ULTRA VIRES

3.1 Should any sections of this by-law, including any section or part of any schedules attached hereto, be declared by a court of competent jurisdiction to be ultra vires, the remaining sections shall nevertheless remain valid and binding.

**THE CORPORATION OF THE
TOWNSHIP OF DRUMMOND/NORTH ELMSLEY
BY-LAW No. 2025-035**

Read and finally passed this 28th day of October 2025.



Steve Fournier, Reeve



Janie Laidlaw, Clerk

**THE CORPORATION OF THE
TOWNSHIP OF DRUMMOND/NORTH ELMSLEY
BY-LAW No. 2025-035**

**Schedule "A"
Municipal Complaints Policy**

Purpose

This policy is intended to enable the Corporation of the Township of Drummond/North Elmsley (hereinafter referred to as the "Municipality") to promptly and effectively address program and service delivery concerns raised by members of the public. This policy will assist the Municipality in providing excellent service to the public, and it will contribute to continuous improvement of Municipal operations and service standards.

The Municipality strives to:

- providing a timely and accurate response to complaints; and
- using complaints as an opportunity for continuous improvement of program and service delivery

Definition

A complaint is an expression of dissatisfaction related to a Municipal program, service, or staff member, where a member of the public believes that the Municipality has not provided a service experience to the complainant's satisfaction at the point of service delivery, and where a response or resolution is expected.

The Municipality's definition of a complaint does not include those complaints that are anonymous in nature. To resolve an issue, the Municipality requires the complainant's contact information. Personal information shall be maintained as required under the Municipal Freedom of Information and Protection of Privacy Act.

All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal. The identity (or any identifying information) of the complainant will be made known only to those who need to know in order to consider the complaint.

A complaint differs from:

- A request for service made on behalf of a citizen for a specific service;
- A general inquiry or specific request for information regarding a municipal service;
- A suggestion or idea submitted by a member of the public with the aim of improving services, programs, products, or processes; or
- An expression of approval or compliment for a municipal staff, program, product or process.

A request for service is a request made to the Municipality for a specific service or to notify the Municipality that a service was not provided on time. Examples include, but are not

limited to:

- Requesting that the Municipality fix, rehabilitate, repair a road surface or culvert;
- Reporting a malfunctioning streetlight, or culvert;
- Reporting a by-law infraction.

It should be noted that while a request for service is not a complaint, the issue may become a complaint if not responded to in a reasonable timeframe.

This policy is **not** for complaints regarding:

- Complaints about Members of Council;
- Complaints from Municipal staff about other Municipal staff or working conditions;
- Compliments;
- Decisions made by Municipal Council or one of its Committees;
- Inquiries;
- Issues that have statutory review and appeal processes including but not limited to Freedom of Information Requests, land use planning, by-law notices, orders and appeals;
- Outside boards and agencies including, for example, the Perth & District Library or the OPP;
- Requests for Service;
- Requests to change a by-law;
- Suggestions;
- Civil matters.

Examples of complaints:

The following are some examples of Complaints covered by this policy:

- Complaints about receiving poor customer service;
- Complaints about the quality of a service provided;
- Timeliness in responding to a complaint;
- Concern that a matter was not completed or carried out in accordance with Township Policies and By-laws.
- Concerns regarding a staff member that appears to be in contravention of:
 - Code of Conduct.
 - Established policies and procedures of the Township.
 - Appropriate legislation.
 - Inherently unethical (code of ethics)

Step 1 – Front-end Resolution

The first step is for the complainant to attempt to resolve concerns by dealing with the CAO directly. These communications may be written or verbal in nature. Complaints submitted more than six months after the event will not be investigated. Where appropriate the CAO will forward the concerns to the correct Manager for the purposes of gathering information, providing follow-up information or action, or other reasons necessary to seek information related to the concern.

It is the responsibility of all Municipal employees to attempt to resolve issues or concerns

before they become complaints and to identify opportunities to improve Municipal services where deficiencies are noted.

Step 2 - Process for filing a formal complaint

Filing the Complaint

Where a front-end resolution cannot be achieved in a reasonable timeframe, complaints may be submitted to the CAO on the form attached hereto as Schedule "B" or through the Municipality's Website at www.dnetownship.ca. All information on the form must be completed. The Municipality will not accept an incomplete form.

The Municipality shall make all reasonable efforts to assist the complainant in completing the form wherever necessary and requested. However, the complainant must attest to the accuracy of the information on the form as written.

Complaints can be submitted in a sealed envelope marked **Confidential:**

By Mail or in Person: Township of Drummond/North Elmsley
310 Port Elmsley Road, Perth, ON K7H 3C7
Attention: CAO

Email: admin@dnetownship.ca

Website: www.dnetownship.ca

Receipt and Acknowledgement

The complaint shall be logged and, within seven (7) calendar days of receipt of the complaint, the CAO shall acknowledge to the complainant that the complaint was received.

If the CAO has determined that a reasonable timeframe/effort has not occurred for a frontline resolution, the CAO shall notify the complainant of this in the acknowledgment letter and forward a copy to the responsible Manager for a resolution. The letter will indicate a date deemed reasonable given the nature of the issue and circumstances involved, understanding that the goal is to resolve issues as quickly as possible.

Investigation

The CAO shall conduct an investigation into the nature of the complaint by reviewing the issues identified by the complainant, and in so doing they may:

- Review relevant Municipal and provincial legislation;
- Review relevant Municipal policies and procedures and 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 to improve municipal operations; and
- Provide a resolution report.

In extenuating circumstances, the CAO may designate an impartial third party (e.g. Clerk) to receive, investigate and respond to formal complaints in accordance with this process and Policy.

If a complaint is made against the CAO, then the Reeve shall investigate and fulfill all other duties identified as the CAO's under this Policy.

Verdict

Within thirty (30) calendar days of receipt of a complaint the CAO shall provide a response in writing to the complainant, which shall include:

- Whether or not the complaint was substantiated;
- If the complaint is not substantiated, the reason for the decision;
- Any actions that the Municipality has or will take as a result of the complaint.

If the CAO is unable to provide a full response within 30 days due to extenuating circumstances, they shall notify the complainant of the delay and provide an estimate of when a response shall be provided.

Record

The CAO shall file a copy of the complaint and response. Such record will be maintained in accordance with the Municipal Record Retention By-law.

Annual report

The CAO shall provide a report to Council outlining, in broad terms, the complaints received, and the resolutions reached. The aim of this report is:

- To ensure adherence to the policy in terms of timelines.
- To identify potential policy issues/service that need to be identified.

No personal identifying information will be included in this report.

A disagreement with the CAO's finding under this Policy does not constitute a complaint (see below for next step.)

Appeal process

There is no appeal process at the Municipal level. Following receipt of the resolution from the CAO, the complainant may contact the Ontario Ombudsman 1-800-263-1830.

Schedule "B"
Complaint Form

Complaints can be submitted in a sealed envelope marked **confidential**:

By Mail: The Corporation of the Township of Drummond/North Elmsley
 310 Port Elmsley Road
 Perth ON K7H 3C7
 Attention: CAO

Email: admin@dnetownship.ca

Website: www.dnetownship.ca

Please provide us with your contact information: (All fields are mandatory.)

Name:

Mailing Address:

Phone Number:

Email address:

Have you read the Complaints Procedures:

Yes

No

Have you reached out to the CAO as outlined in the first step of this policy:

Yes

No

What is your complaint? Please include relevant date(s), location, and background information, including municipal employees you have contacted regarding this matter.

How could the situation be improved?

Please refer to the policy to determine what is not considered a valid complaint.

Note: Personal Information on this form is being collected under the authority of the Freedom of Information and Protection of Privacy Act R. S.O c.f.31,s.39(2) for the purposes of improving Complainant Service.

By signing this form, I am attesting to the accuracy of my complaint.

Signature

Date (Year/Month/Day)