

Town of Canora	Complaint Policy		
Date	Revision details	Department	Resolution
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Purpose

Town of Canora is committed to a consistent and efficient process to respond to complaints from the public. The purpose of this policy is to establish guidelines and standards in handling and resolving complaints made to the municipality in order to address concerns raised in a fair and timely manner.

Definitions

- Complainant:** A person who is filing a complaint. Anyone who uses or is affected by municipal services may make a complaint.
- Complaint:** An expression of concern related to Town of Canora programs, facilities, services, employee(s), operational policies or procedures, or under municipal policies and bylaws.
- Inquiry:** A request for information.
- Feedback:** Communication that is neither positive nor negative.
- Investigator:** The municipal employee, bylaw enforcement officer or any designated party charged with investigating any part of a complaint.
- Resolution:** The final stage of the complaint process in which the municipality considers a complaint to be concluded and resolved.
- Service request:** A request for a specific service, which may include examples such as utility connections, street repairs or a report of damage to or a malfunction of municipal property, etc.

Types of complaints

This policy applies to complaints that are received from members of the general public.

This policy does not address:

- Inquiries
- Feedback
- Service requests
- Internal complaints
- Matters handled by courts of law, tribunals or quasi-judicial boards
- Outside boards and agencies not affiliated with the municipality
- Closed meeting investigations

Procedure

To be considered valid, complaints shall be made to the town office during regular business hours. Staff members receiving complaints after hours or on personal time are not obligated to process these concerns.

The Town of Canora does not accept or investigate malicious or anonymous complaints.

A complaint must include the following components:

- Contact details for the complainant, including name, civic address and phone number
- Type and details of complaint, including location, name(s) of any person(s) involved and the requested resolution

Staff members are not obligated to process any complaint that does not include the components listed above.

Staff members who receive a complaint will log the details and refer the information to the Chief Administrative Officer or, if known, the appropriate department head or investigator. Where relevant and expedient, this information can take the form of an internal written work order.

If necessary, staff may contact the complainant to request clarification.

Not every complainant will receive follow-up communication or a formal response to their complaint. However, if, in the judgement of the Chief Administrative Officer, the complaint is significant or it is otherwise warranted, the complainant may be notified of the resolution.

Monitoring

A complaint may be tracked from its initial receipt to resolution by administrative staff.

Privacy

The personal information provided by the complainant is collected under the authority of the Local Authority Freedom of Information and Protection of Privacy Act (LAFOIP). The information provided will be used to investigate the complaint internally and potentially with third-parties for the purposes of an investigation, as well as enforcement under municipal, provincial or federal laws and regulations, and used for contact purposes.

Details of a complaint resolution may also fall under the authority of the Local Authority Freedom of Information and Protection of Privacy Act (LAFOIP). Town staff will not provide details of any resolution to the complainant that may involve bylaw enforcement processes or penalties, internal discipline and other individual or confidential interactions.