

Report to Council

Report Title:	Complaints Handling Policy		
Prepared By:	Fiona Hamilton, Clerk		
Department:	Clerk's		
Date:	July 9, 2019		
Report Number:	CLK2019-17	File Number:	C11CL, M04
Attachments:	Draft Complaints Handling Policy		

Recommendation:

That the Council of the Municipality of Brockton hereby approves Report Number CLK2019-17 – Complaints Handling Policy, prepared by Fiona Hamilton, Clerk and in doing so approves bringing forward a By-Law to adopt a Complaints Handling Policy.

Report:

Background:

The Municipality of Brockton is committed to a consistent and uniform process to respond to complaints received from members of the public. Brockton staff have recently reviewed the procedure to submit a request for service delivery. As part of this review, it became apparent that a more formal Complaints Handling Procedure, as distinct from a request for service, would assist in ensuring accountability and transparency for the general public.

The proposed Complaints Handling Policy will enable staff to promptly and effectively address program and service delivery concerns raised by members of the public pertaining to facilities, services, staff, programs or operational issues. The Complaints Handling Policy also notes that formal complaints are an opportunity to improve services for residents of the Municipality of Brockton.

Analysis:

Staff have prepared a draft Complaints Handling Policy which has been attached for Council's review.

Staff are recommending that the Complaints Handling Policy be adopted by By-Law.

Sustainability Checklist:

What aspect of the Brockton Sustainable Strategic Plan does the content/recommendations in this report help advance?

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| • Do the recommendations help move the Municipality closer to its Vision? | Yes |
| • Do the recommendations contribute to achieving Cultural Vibrancy? | No |
| • Do the recommendations contribute to achieving Economic Prosperity? | No |
| • Do the recommendations contribute to Environmental Integrity? | No |
| • Do the recommendations contribute to the Social Equity? | Yes |

Financial Impacts/Source of Funding:

- Do the recommendations represent a sound financial investment from a sustainability perspective?
N/A

Reviewed By:



Trish Serratore, Chief Financial Officer

Respectfully Submitted by:



Fiona Hamilton, Clerk

Reviewed By:



Sonya Watson, Chief Administrative Officer