



Corporation of the  
Town of Hawkesbury

<b>Policy N° : DG-P-2010-01</b>
<b>Object : Complaints management policy</b>
<b>Department : Chief Administrative Officer office</b>

The complaints management policy is on the basis of objectivity, integrity and impartiality values of the Town of Hawkesbury, as well as the principles of accountability, transparency and responsibility that underpins management by results.

### **Goals:**

The complaints management policy of the Town of Hawkesbury has the following goals:

- Improve the quality of products and services
- Establish a mechanism to enable the citizen to express his/her dissatisfaction
- Specify the role of employees, harmonize approaches and coordinate actions in receiving, processing and monitoring complaints

### **Definitions:**

#### ***Citizen:***

The term citizen refers both to residents and businesses.

#### ***Complaint:***

A written letter address to the Chief Administrative Officer of the Town of Hawkesbury of a dissatisfaction with the services of the Town of Hawkesbury, its commitments in this regard or any act, decision or omission of an employee.

If the complaint involves the Chief Administrative Officer, the complaint shall be sent to the council of the Town of Hawkesbury.

<b>Prepared by : Office of the Chief Administrative Officer-Treasurer</b>	<b>By-law\Resolution N° : R-109-10</b>
<b>Responsible : Office of the Chief Administrative Officer-Treasurer</b>	
<b>Effective date: April 12, 2010</b>	
<b>Replaced :</b>	



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A complaint is received and processed to the extent that the person making the complaint provides the following information:

- Name, address and telephone number ;
- A description of the problem ;
- Date of the event if necessary.

### **Justified complaint**

- Causes prejudice to someone, which generally will result into a change, a correction of a situation. It will be part of a procedure.

### **Non-justified complaint**

- In the case of a rumour or a perception, a complaint punctuated with impressions.
- In the case of a comment, a suggestion or an opinion.

### **Litigation**

- Complaints received in connection with legal proceedings or infractions cannot be treated as the legal course of action cannot be interrupted.
- Citizen shall address his/her rights before the judge.

### **Procedures**

- 1- Receive the complaint regardless the source (written complaint), assign a number and sign it. Forms (Schedule 1) are available at every department of the Town Hall and also on the website.
- 2- Forward the complaint to the office of the Chief Administrative Office. If the complaint involves the Chief Administrative Officer, it will be forwarded to the council.

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- 3- Forward the complaint to the person in charge of the appropriate department.
- 4- Respond as soon as possible to the complaint as follows :
  - a) Analyse the complaint, if necessary call or meet with the complainant ;
  - b) Prepare a report ;
  - c) Respect any by-laws applicable;
  - d) Call the complainant for a follow-up ;
  - e) Confirm the outcome in writing.
- 5- Prepare a report to the Chief Administrative Officer; to council if the Chief Administrative Officer is involved.
- 6- Respond to the complainant within a period not exceeding 10 working days.

N.B. : Involve the politic authority as less as possible unless after analysis and consultation the complaint is of a politic issue (Re : Budget impact)

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