



Customer Feedback Policy for the Township of Assiginack

Policy Rationale

The purpose of this policy is to establish a clear and efficient process for residents of the Township of Assiginack to submit feedback regarding municipal services, policies, or staff conduct. This policy aims to ensure that all feedback received is addressed fairly and promptly and in a consistent manner.

Scope

This policy applies to all residents of the Township of Assiginack who wish to submit feedback regarding municipal matters. Members of the community are encouraged to seek an informal resolution as the fastest way of dealing with any issue that may arise. It is the responsibility of Municipal staff to attempt to resolve issues or concerns before they become an official and formal report as per “Schedule A” and identify opportunities to improve municipal services.

Feedback Submission Process

1. Feedback Form:

- Residents are required to fill out a Customer Feedback Form (see Schedule A) to initiate the feedback process. This form is designed to capture essential details regarding the nature of the feedback requested.

2. Availability of Forms:

- The Customer Feedback Form is available on the Township's official website.
- Hard copies of the Customer Feedback Form can also be obtained at the municipal office during regular business hours.

3. Submission: Completed Customer Feedback Forms can be submitted in the following ways:

- Online: Residents can submit the form electronically through the Township's website.
- In-Person: Residents can deliver their completed form to the municipal office.
- Mail: Residents may also send the completed form via postal mail to the municipal office.

Acknowledgment of Feedback

Upon receipt of a Customer Feedback Form, the Township will acknowledge the submission within five (5) business days. This acknowledgment will include information on the next steps in the process. All feedback received will be forwarded to the Chief Administrative Officer to be delegated to the appropriate staff to address. The CAO will inform Council of any complaints received.

Investigation and Resolution

1. Investigation:

- The Township will investigate the information received within a customer feedback form in a timely manner. The investigation may involve gathering information from relevant parties and reviewing applicable policies or procedures.

2. Resolution:

- Once the investigation is complete, the Township will provide a written response to the customer outlining the findings and any actions taken, if applicable. A response is usually provided within ten (10) business days depending on the nature of the complaint. If it cannot be answered before this time, the customer will be notified with an explanation. A hard copy of each Customer Feedback Form will be kept within the municipal office in accordance with the Township's Records and Retention By-law.

Confidentiality

All Feedback received from customers will be treated with confidentiality. The identity of the customer will be protected to the extent possible, and information will only be shared with those directly involved in the investigation and resolution process.

Review and Appeal

If a customer is not satisfied with the resolution provided, they may request a review. A written request must be submitted to the Township within fourteen (14) days of receiving an initial response.

Ombudsman Contact

If a customer is not satisfied with the Township's resolution, they may contact the Ontario Ombudsman for further assistance. The Ontario Ombudsman is an independent office of the Ontario Legislature that investigates concerns about Ontario provincial government services and certain municipal matters.

- Ontario Ombudsman Contact Information:
 - Phone: 1-800-263-1830
 - Email: info@ombudsman.on.ca
 - Website: www.ombudsman.on.ca/home

Anonymous Feedback

The Township does not respond to anonymous concerns. For feedback to be considered, the customer must provide their contact information and other relevant details in the Customer Feedback Form.

Policy Review

This Customer Feedback Policy will be reviewed annually to ensure its effectiveness and relevance. Any necessary updates will be made to improve the process.

Conclusion

The Township of Assiginack is committed to addressing the concerns of its residents in a fair and transparent manner. By implementing this Customer Feedback Policy, the Township aims to foster a positive relationship with the community and ensure that all voices are heard.



Schedule “A”

Customer Feedback Policy for the Township of Assiginack

1.0 Feedback Form Submitted By:

Your Name:	Your Signature:
Contact Numbers:	Cell:
	Home Telephone:
	Work Telephone:
Email Address:	
Mailing Address:	

1.1 Feedback Summary

What is the nature of your complaint? Please include relevant date(s), location, and all background information, including any Municipal employees you have contacted regarding this matter. (Please attach a separate page to this form submission if you require additional space to record your complaint).

Please note: You may be summoned to court to testify concerning this complaint.

1.2 How do you see this situation being improved?

1.3 Additional Information

Office use only:

File Number:		Received by:	
CAO Signature:		Delegated to:	

Acknowledgement of the Receipt of Feedback			
Date Sent:		By Staff:	

Action Taken:

Final Response to Feedabck			
Date Sent:		By Staff:	
CAO Initials:		Copies attached:	