

MUNICIPALITY OF STANSTEAD TOWNSHIP

COMPLAINT MANAGEMENT POLICY

1. WHY A COMPLAINT MANAGEMENT POLICY ?

The municipal council prescribes the excellence of the services offered to the citizens and also wants to listen to residents of the territory. A complaint management policy is in place to help improve services, if necessary.

2. TARGET CLIENTELE

Anyone can make a complaint to the Municipality of Stanstead Township.

These people may be a taxpayer, a group of taxpayers, elected officials or municipal employees.

Definitions:

Complaint: An expression of discontent that is generally related to dissatisfaction with an event, person, service or human behavior.

Well-founded complaint: To correct a situation when there is harm to anyone. It is part of a recovery process.

Unfounded complaint: When it comes to a rumor or a perception, the request is punctuated by inaccuracies. When it comes to a comment, a suggestion, a notice or anonymous request (unsigned).

Administrative complaint: This refers to an immediate or determined change in the situation that corrects a temporary injury. For example, repairing a pothole, culvert, noise, snow removal, etc. This type of complaint is rather treated as privileged information for the administration.

3. CRITERIA FOR THE ADMISSIBILITY OF A COMPLAINT

In order for a complaint to be reviewed by the Municipality of Stanstead Township, it must meet the following conditions:

- Be written or verbal and transcribed on the form prescribed by the municipality;
- The complainant must sign his/her written complaint and, in the case of a written complaint or a complaint made verbally by the municipality, give his/her civic address proving his identity;
- Be sufficiently detailed and provide all the necessary information for an intervention;
- Be in a relation to municipal properties or services under the jurisdiction of the Municipality of Stanstead Township;
- Be affecting regulations or laws within the jurisdiction of the Municipality of Stanstead Township;
- To report an alleged irregularity or alleged breach of certain rules of behavior generally accepted in the exercise of a municipal function or task;
- Be referring to the actions or decisions of an elected official, a municipal organization or a staff member.

4. NON-ADMISSIBILITY OF A COMPLAINT

- An anonymous complaint;
- A complaint concerning a private dispute;
- A complaint from another government authority;
- A complaint about a subject already brought to the attention of a court.

5. CONFIDENTIALITY

The Municipality of Stanstead Township is subject to the *Act respecting Access to Documents Held by Public Organizations and the Protection of Personal Information*. Regardless of the nature of the intervention of the Municipality of Stanstead Township, complaints are treated confidentially.

6. PROCESSING PROCEDURES

An acknowledgment of receipt is sent to the complainant.

Complaints are handled under the direction of the Municipality of Stanstead Township, unless the complaint refers to itself. In which case, it is referred to the mayor.

The complainant, the accused individual, the employees of the municipality and any other person likely to shed light on the resolution of the complaint are contacted.

Following management's review of the case, the citizen is contacted again to inform him/her of the chosen solution and a report is inserted in his/her file.

7. TIME OF TREATMENT

As a general rule, the Director General or the mayor makes it a point to settle the complaint as soon as possible.

For administrative complaints, these are the subject of statistical reports filed with the Council in a working session.

8. DISAGREE ON THE CONCLUSIONS

If the complainant or the applicant disagrees with the conclusions, he/she may submit his/her disagreement to the Director General or the mayor who will submit the complaint and the analysis to the municipal council.

Municipal council delivers its decision within forty-five (45) days and informs the complainant.

9. TESTIMONY

If legal actions must be taken, the plaintiff is likely to be compelled to appear before a court of competent jurisdiction, whether or not the complaint is in writing, signed or not.

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