
VILLAGE OF GREENWOOD

Public Complaints Handling Policy

Title

1. This policy may be referred to as the "Public Complaint Handling Policy"

Purpose

2. The purpose of this policy is to enable the Village of Greenwood to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the Village of Greenwood in providing excellent service to the public and contribute to continuous improvement of operations. The Village of Greenwood strives to reduce customer dissatisfaction by:
 - a) providing a timely and accurate response to complaints; and
 - b) using complaints as an opportunity to improve program and service delivery issues.
3. This policy is not meant to address:
 - a) Complaints about non-village services;
 - b) Issues already addressed by legislation, or an existing Village of Greenwood bylaw, policy or procedure;
 - c) A decision of Commission or a decision of a committee of the Commission
 - d) A grievance covered by the Village of Greenwood's agreement(s); or
 - e) internal employee complaints.



Interpretation

4. In this policy:
 - a) "Complainant" means the individual filing the complaint with the Village of Greenwood;
 - b) "Complaint" means an issue or concern raised with a municipal program, service, or operation which is not resolved at the time of the incident and for which the complainant submits their concerns to the Village of Greenwood in accordance with this policy;
 - c) "CLERK-TREASURER" means Clerk-Treasurer of the Village of Greenwood.
 - d) "Commission" means commission of the Village of Greenwood;
 - e) "Designated Officer" means the Clerk-Treasurer of the Village of Greenwood;
 - f) "Employee" means an employee of the Village of Greenwood;
 - g) "Chair" means the Chairperson of the Commission of the Village of Greenwood;
 - h) "Ombudsman" means the Nova Scotia Office of the Ombudsman.

Designated Officer

5. A Designated Officer may delegate the authority to investigate a complaint to another employee, where s/he deems appropriate.
6. A Designated Officer may not delegate the authority to investigate a complaint to an employee who is or may be named in the complaint.
7. If a complaint is made against the Designated Officer, the Chair shall review the matter and may:
 - a) Consult with the executive commission;
 - b) Consult with the entire commission
 - c) Consult with legal counsel

Frontline Resolution

8. It is the responsibility of the complainant to attempt to resolve concerns by dealing with the employee(s) directly involved with the issue where appropriate.
9. It is the responsibility of all employees to attempt to resolve issues or concerns before they become complaints and identify opportunities to improve municipal services.



Filing a Complaint

10. Where frontline resolution cannot be achieved, complaints should be submitted to the Designated Officer and include:
 - a) The name, phone number, e-mail address, and mailing address of the individual submitting the complaint.
 - b) The nature of the complaint including the:
 - I. background leading to the issue(s);
 - II. date(s), time(s) and location(s) of the incident(s); and
 - III. name(s) of any employee(s) previously contacted regarding the issues(s); and
 - c) Any action(s) being requested of the Village of Greenwood.
11. Complaints may be submitted on the form provided in Schedule A.

Receipt and Acknowledgement

12. The Designated Officer shall acknowledge in writing that the complaint has been received within **5 business days** of receipt of the complaint.

Investigation

13. The Designated Officer shall review the issues identified by the complainant and in doing so may:
 - a) Review relevant municipal and provincial legislation;
 - b) Review the Village of Greenwood's relevant policies and procedures;
 - c) Review any existing file documents;
 - d) Interview employees or members of the public involved in the issue;
 - e) Identify actions that may be taken to address the complaint or improve municipal operations; or
 - f) Take other actions the Designated Officer deems expedient to resolving the matter.
14. The Designated Officer shall maintain a file of the complaint in compliance with the Village of Greenwood's records management policy.



Decision

15. Within **30 calendar days** of receipt of a complaint the Designated Officer shall provide a response in writing to the complainant. The response shall include:

- a) Whether the complaint was substantiated,
- b) If the complaint is not substantiated, the Designated Officer shall provide reason(s) for their decision.
- c) Any actions the Village of Greenwood has or will take as a result of the complaint.

16. If the Designated Officer is unable to provide a response within **30 calendar days**, s/he shall notify the complainant of the delay and provide an estimate of when a response will be provided.



OFFICE USE ONLY	
Received/recorded by:	Date :
Forwarded to:	Date:
Acknowledgement Letter <input type="checkbox"/> Sent Date :	Additional correspondence <input type="checkbox"/> Sent Date:
Staff Name:	Staff Name:
	Reason:
Action Taken:	
Final Response Letter <input type="checkbox"/> Sent Date:	
	Staff Name: