



## **Township of Adjala-Tosorontio Customer Service Feedback**

### **Handling of Submissions**

Information about a submission is recorded and tracked from initial receipt until the complaint is resolved.

If it is anticipated that the submission cannot be completed quickly, routinely or informally, the customer shall be provided with a copy of their submission, as well as appropriate contact information, and the anticipated steps that will be taken to address the submission.

The Township will conduct an initial assessment of the submission and determine the appropriate Department for action or follow-up. In cases where more than one Department is involved in resolving the submission, the most likely Department will maintain ownership of the submission until the service delivery has been completed.

### **Customer Contact**

#### **In person:**

Municipal Centre – 7855 Sideroad 30 Alliston Ontario

**Phone:** 705-434-5055, **Fax:** 705-434-5051

#### **On-line:**

[Customer Service Feedback Form](#)

#### **In Writing:**

Township of Adjala-Tosorontio  
Attention: CAO  
7855 Sideroad 30  
Alliston ON, L9R 1V1

The following information may be collected at the point of submission:

- Customer contact details
  - Name
  - Address
  - Phone Number
  - Email
- Summary of the Submission

- Details
- Address/Location
- Staff Involved
- Desired Outcome
- Department responsible/lead
- Date of receipt of submission

**Notice of Collection/Use/Disclosure:** All information submitted in support of the customer complaint is collected in accordance with the Municipal Act, 2001, s.8 and may be used in deliberations, and disclosed in full to only those staff members requiring access, including email, names and addresses in escalating a submission. All information submitted to the municipality is subject to the Municipal Freedom of Information Act (MFIPPA). Questions about this notice of collection should be directed to the Clerk's Office 705-434-5055 Ext. 226.

### **Guiding Principles**

**Customer Focus** – Customer feedback and submissions are important to the Township. Submission analysis and actions will reflect the Township's commitment to understanding public needs, undertaking corrective measures and improving public service delivery.

**Openness and Transparency** – Both the customer and the Township will exchange complete and accurate contact information in order that a customer submission can be addressed and reported back to the customer.

**Accessibility** – The submission of feedback process will conform to Accessibility for Ontarians with Disabilities Act (AODA) requirements. The public shall be able to access the complaints process at any point during service delivery via various channels: phone, letter, fax or e-mail and in-person at relevant locations.

**Responsiveness** – All submissions shall be acknowledged and resolved in a timely manner. Customers should receive a notification of receipt of their submission including time frame for resolution. Customers shall be kept informed of delays.

**Confidentiality** – Submissions will be dealt with in a confidential manner according to the Municipal Freedom of the Information and Protection of Privacy Act (MFIPPA). Information will be collected, used and disclosed in accordance with the Act.

Where a submission is escalated, the customer shall authorize the Township in writing (email, fax, letter) to share/release all particular submissions before the disclosure of their personal information to elected officials, except the Mayor, or Ombudsman who shall have access to assist in addressing submissions.

**Submission** - A submission is the reporting of a subject where a customer becomes aware of an issue within the purview of the Township and is bringing the matter to the Township's attention for a solution. Generally speaking, submissions are resolved to the mutual satisfaction of the customer and Township.

**Complaint** - A complaint is an expression of dissatisfaction with an outcome related to a submission where a customer believes that the Township or its staff has not provided a service experience at the point of service delivery and a response or resolution could have been reasonably expected.

Some complaints are exempt from this Guideline, including:

- Anonymous complaints – Anonymous complaints are difficult, if not impossible, to assess or investigate and may be dealt at the direction of the Department Head or CAO.
- Complaints by employees – Alternative procedures are available to employees to initiate complaints within the organization.
- Complaints made by one person or group made daily or on a frequent basis regarding routine service delivery where the premise of the complaint is not to obtain service delivery or satisfaction as a result of service delivery but is submitted to frustrate a service, hinder service delivery, or where the customer has already submitted feedback and received a response but does not accept the outcome and chose not to escalate the submission.
- Complaints regarding a process under an Act of the Provincial Legislature where the Township has little or no control over the process. Complaints of this nature may be referred to the Provincial Ombudsman.

### **Internal Escalation**

If after a submission or complaint has been addressed by the Township and the customer is not satisfied with the outcome, the customer may request that the employee escalate the submission or complaint to the employee's immediate supervisor.

When requested to escalate a submission or complaint, the employee shall make the supervisor, manager, director and CAO aware of the escalation of a submission or complaint, providing relevant background information.

1. Upon receiving a request for escalation, as soon as practical, the submission or complaint will be reviewed with the employee and their immediate supervisor and a response to the submission and complaint issued to the customer.

2. Where the customer is not satisfied with the solution after an escalation, the matter shall be escalated to the next senior person in the line of reporting (chain of command).
3. Steps 1 and 2 shall be repeated until the line of reporting ends with the CAO, who may refer the matter to the appropriate elected official or Provincial Ombudsman.

## **Escalation**

Where the Township and the customer are unable to resolve a submission or complaint to their mutual satisfaction, the customer may:

Contact their Ward Councillor

Contact the Mayor

Contact the Office of the Ombudsman of Ontario:

Phone: 1-800-263-1830 - Complaints Line

Online: [Online Complaint Submission](#)

Address:

Office of the Ombudsman of Ontario

Bell Trinity Square

483 Bay Street, 10th Floor, South Tower,

Toronto, Ontario, M5G 2C9