



1. PURPOSE

1.1 The Township of Armour strives to provide the highest quality of service to its residents. The Complaint Policy can help resolve problems which can occur within the Township. It also ensures that any complaint is dealt with in a fair, open and timely manner.

2. SCOPE

2.1 The Municipal Complaint Policy applies to anything related to the programs, services, facility, operations or staff of the Township of Armour. The Complaint Policy does not apply to by-law enforcement complaints, claims against the Township of Armour, enquiries or to requests for services.

3. DEFINITIONS

3.1 Complaint – is an objection to something that is unfair, unacceptable, or otherwise not up to normal standards. It can also be an expression of dissatisfaction related to a Township program, service, facility or staff member.

4. GUIDELINES

3.1. All complaints must be in writing and must be submitted to the Township of Armour. Any verbal complaints will be requested to be submitted in writing before an investigation can begin.

3.2. All written complaints must contain: The date the complaint is being filed and if applicable, the date the incident happened. Name, address, and contact numbers of the complainant. Description of the complaint and what kind of resolution is being sought.

3.3. Should the Township of Armour determine that a complaint will not be investigated, the complainant will be advised, in writing, of the reason for the decision.

3.4. For each written complaint received, a written acknowledgement shall be sent to the complainant advising that the Township of Armour has received the complaint.



- 3.5. A written response, explaining what steps the Township is taking to resolve the complaint shall be provided within 30 days of the receipt of complaint.
- 3.6. Notwithstanding article 3.5, if a response to a complaint cannot be given within 30 days, the Township of Armour will advise, in writing, the complainant as to the reason(s) why it cannot respond within 30 days.
- 3.7. For any complaint, which cannot be resolved within 30 days, the complainant shall be advised of the progress of the complaint on a monthly basis, until the complaint is resolved.
- 3.8. The complainant shall have the option to decline being advised as per article 3.7 and may request to be advised based on a longer term than monthly, not at all or only when the complaint is resolved.