

Complaint Form

For assistance with complaints, please contact the Deputy Clerk by email at johanna.berube@greenstone.ca or by phone at 807-854-1100, extension 2011. The Corporation of the Municipality of Greenstone aims to provide exceptional customer service. We want to know if you are not satisfied with our service, facility, program and staff experiences.

The Municipality is committed to improving customer satisfaction by:

- providing respectful and professional services;
- encouraging complaint resolution;
- responding to formal complaints in a timely manner; and
- using complaints as an opportunity for continuous review and improvement to program and service delivery.

What is a complaint?

The Complaints Policy identifies a complaint as an expression of dissatisfaction from the public related to:

- the delivery of Municipal programs;
- the delivery of Municipal services;
- Municipal facilities;
- Municipal staff.

What is not a complaint?

The policy does not apply to:

- requests for service;
- general inquiries;
- compliments or suggestions;
- civil matters;
- employee or workplace matters;
- matters that have another legal appeal or review process;
- external boards, agencies or organizations;
- complaints about Members of Council;
- requests to change or overturn decisions made by Council;
- complaints about Council decisions, including but not limited to:
 - budgets;
 - service levels;
 - policies;
 - fees and charges;
 - tax rates and ratios.

Municipal staff cannot change or pivot from decisions made by Council. Members of the public who wish to express concerns related to decisions made by Council should [contact a Council Member](#) directly to express their concerns regarding these decisions.

Your Information is Mandatory - Anonymous complaints will NOT be accepted

First Name *

Last Name *

Mailing Address *

Email *

Phone *

Have you reached out to the appropriate departments and followed the early resolution process as outlined in this policy? *

☐ Yes

☐ No

If once the formal complaint is submitted, and it is determined during review that a reasonable timeframe or effort has not occurred by the Complainant for early resolution, you will be notified in an acknowledgement letter, and your concern will be returned to the appropriate supervisory level to continue the early resolution process.

What is the position of the employee you have spoken with regarding the matter? *

Summary of Complaint

What is your complaint? Please include relevant date(s), location, and background information, including municipal employees you have contacted regarding this matter.

Details *

Resolution: How could the situation be improved? *

Sign Off

Complainant's Signature *

Date *

Timeline

Municipal staff will contact you to acknowledge this complaint withing five (5) business days after receiving this completed form. The complaint will be forwarded to the appropriate staff who will respond within thirty (30) days of receipt of this complaint. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

Notice of Collection & Disclosure

The personal information provided on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). The information you provide will be used to investigate the complaint and may be used for contact purposes but is otherwise considered confidential. Questions about the collection of personal information and its use can be directed to the Office of the Clerk 807-854-1100.

For Municipal Use Only

**Date Complaint
Received**

Date Resolved