



Municipal Complaint Form

HOW TO MAKE A COMPLAINT

The County of Lennox and Addington has procedures for receiving and handling complaints from individuals who are dissatisfied with service, actions or lack of action by a County department or staff member. We recommend you first speak directly with the service area where you have an issue, in person or by telephone. Most complaints are received verbally and can be resolved promptly by the department in charge of the service.

If you are not satisfied with how your verbal complaint is handled you can submit a written complaint by completing this form which is available on any of our websites associated with www.lennox-addington.on.ca.

COMPLAINANT CONTACT DETAILS

First name *	Last name *
Email Address <i>(considered the most prompt way we can communicate with you)</i>	
Mailing Address *	Phone Number *
<i>Note: If only a mailing address is provided our response timelines may be extended.</i>	<i>Note: We only call if we require clarification.</i>

COMPLAINT TYPE

- | | |
|--|---|
| <input type="checkbox"/> Access of Services | <input type="checkbox"/> Programs |
| <input type="checkbox"/> Facilities | <input type="checkbox"/> Staff Conduct |
| <input type="checkbox"/> Outcome of Existing Complaint | <input type="checkbox"/> Timeliness of Services |
| <input type="checkbox"/> Processes or Procedures | <input type="checkbox"/> Other |

SUMMARY OF COMPLAINT

Please record information on what happened, who was involved, dates, and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper.

Details

Service area/location of problem
Staff persons involved (if known and applicable)
List of enclosures (include copies of any documentation in support of the complaint)

RESOLVE

How do you suggest the complaint be resolved?

SIGN OFF

Complainant's signature
Date complaint submitted (mm/dd/yyyy)

TIMELINE

A designated Investigator will contact you to acknowledge this complaint within 5 business days after receiving this completed form. Further inquiries, investigation and resolution is expected within 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

The personal information you choose to provide 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 this collection can be directed to the County Privacy Officer, 97 Thomas Street East, Napanee, ON, K7R 4B9, 613-354-4883 ext. 3368, tmckenzie@lennox-addington.on.ca

FOR INTERNAL USE ONLY

Date Complaint Received: (mm/dd/yyyy)	Receiver Initials:	Tracking Number:
---------------------------------------	--------------------	------------------