



VILLAGE OF MERRICKVILLE-WOLFORD

Complaint Policy

The Village of Merrickville-Wolford will make its best efforts to operate in a manner that keeps formal complaints to a minimum. Ratepayers, citizens or visitors that have a complaint with the Village are encouraged to initially raise their concern with the CAO/Clerk and/or the appropriate manager. All formal complaints need to be put in writing (includes e-mail), dated and signed.

Upon receipt, the following process will be followed:

1. Within 2 weeks of receipt of a written complaint, the appropriate staff person and/or CAO will discuss the issue(s) with the complainant and attempt to resolve same based on existing municipal policy and/or best practises.
2. Should the complainant not be satisfied with the staff response, the complaint will be forwarded to Council along with a staff report detailing staff actions taken to attempt a resolution.
3. The complainant will be advised of the time and placement of their issue on the agenda and afforded the opportunity to attend. A copy of any staff report to Council will be provided to the complainant in advance of the meeting.
4. Should the issue qualify for closed discussion as per the Municipal Act the process will be amended as required. The complainant will not be invited to attend any closed discussion.
5. Upon receiving the correspondence, any staff report and hearing any further input, Council will determine if a change in policy or past practise is needed and direct staff, through the CAO accordingly.
6. The complainant will receive a written response and be advised of the final outcome and any further appeal opportunities.
7. The CAO/Clerk will track all formal complaints and annually provide Council with a report on written complaints received and their disposition.

Adopted by Council on March 30, 2016