



Meeting Date: November 6, 2024

Prepared By: James Hutson, Municipal Clerk

Report No: CLK-09-2024

Subject: Update to Complaint Handling Policy and R-Zone Policy

Recommendation:

THAT Report CLK-09-2024 re: Update to Complaint Handling Policy and R-Zone Policy be received;

AND THAT Council approve the revised Complaint Handling Policy and revised R-Zone Policy dated November 6, 2024 appended to Report CLK-09-2024.

Purpose:

The purpose of this report is to bring forward revisions to the existing Complaint Handling and R-Zone policies. The policies were originally established in 2016 and 2014 respectively. The amendments proposed are designed to modernize the existing policies and ensure they contain the appropriate language and information.

Background:

The Complaint Handling Policy was introduced in 2016 to satisfy requirements of Bill 8, the Public Sector and MPP Accountability and Transparency Act, 2014 ("Bill 8"). Bill 8 was introduced with the purpose of increasing accountability and transparency of government and its elected representatives.

The policy is intended to enable the municipality to promptly address concerns raised by members of the public regarding programs, facilities, services, staff or operational procedures. This policy and the accompanying procedures outline the process to be followed and service standards for the handling of public complaints. Similarly, the R-Zone policy is an operating procedure that enforces zero tolerance of violence, vandalism and inappropriate behaviour

The R Zone applies to all community organizations and individuals using Municipality of Middlesex Centre facilities, including municipal offices, community centres, parks and recreational facilities.

It also applies to interactions with municipal staff, committee members and/or elected officials of Middlesex Centre.

Analysis:

The Municipality of Middlesex Centre recognizes the importance of public feedback and welcomes complaints as a valuable form of feedback regarding our services and operations. The purpose of this policy is to ensure the municipality provides a fair, effective and transparent response to complaints and concerns raised by our service users. This policy sets out the procedures for receiving, reviewing, recording and responding to complaints.

Some of the key updates that have been made to the policy as per the attached Appendix include:

- Refining the roles and responsibilities for municipal staff;
- Establishing a detailed procedure for informal and formal complaint investigations;
- Outlining processes for appeals of formal complaint decisions;
- Establishing appropriate protocol for remedies; and
- Measures to address unreasonable conduct.

The information gained from complaints helps improve the quality of the services provided by the Municipality and the client experience of residents, businesses and visitors to our community.

Financial Implications:

N/A

Strategic Plan:

This matter aligns with following strategic priorities:

- Responsive Municipal Government

These procedures help to ensure there are adequate guidelines in place with respect managing complaints received from the public.

Attachments:

- A1 Existing Complaint Handling Policy (2016)
- A2 Revised Complaint Handling Policy (2024)
- A3 Revised R-Zoen Policy and Procedure (2024)