



TOWNSHIP OF MAPLETON

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PUBLIC COMPLAINTS FORM

INSTRUCTIONS

If you wish to lodge a complaint, you may write your own letter or use this form.
Please complete as many areas as you can and provide as much detail and information as possible.
You must provide full contact information including your full name, address and telephone number where you can be reached during regular office hours.

Complaints must be made in writing (letter, fax, email) or in person at the Township office to complete the complaints form.

All complaints will be received courteously, investigated and acted upon fairly. You should be aware that while the Township of Mapleton makes every effort to assure privacy of the complainant, you may be required to present evidence in support of this complaint at any hearings of Appeals Committee or Court of Law of Ontario.

Last Name of Complainant

First Name

Address (civic address and mailing address)

Contact Telephone Number(s)

(home)

(other)

Complaint Lodged Against/Location of Complaint:

Address:	Name:
Date of Offence:	Time (if applicable)
Nature of Complaint	

Statement of Complainant:

I hereby make this statement of complaint believing it to be true and for no improper or vexatious purpose.

I hereby further declare that if required, I will provide or present evidence in support of this complaint at any hearings of Appeals Committee or Court of Law of Ontario.

Date

Signature of Complainant

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information is collected under the Authority of the Municipal Act (or other applicable legislation) and will only be used for the purposes for which the information was provided.

ACTIONS TAKEN BY MUNICIPALITY

TYPE OF COMPLAINT:

Property Standards: _____ Zoning Compliance: _____

Roads: _____ Mail Box: _____

Other: _____

Date Received: _____

Received by: _____
 (Employee Name)

Entered into Complaints Log: (Initials) _____

Forwarded to Department Head for Action: _____
 (Name of Department Head)

Disposition: _____

Date of Final Disposition: _____

Signature of Department Head or Employee _____

PUBLIC COMPLAINTS RESOLUTION PROTOCOL

Purpose

To provide a framework for the recording of complaints to assist with continuous improvement of services and implementation and enforcement of municipal by-laws and policies which includes but is not limited to, complaints regarding property standards, by-law enforcement, customer service, and inquiries.

General

Complaints must be received in writing (letter, fax, email). If an individual attends at the municipal office they are still required to complete the complaint in writing.

Notwithstanding the above, it is recognized that it may not be in the best interest of the Township or the residents to require a written complaint. For example, in the interest of public safety regarding road conditions, a written complaint is not necessary. The staff person receiving the complaint will complete and sign the form.

All complaints will be received courteously, investigated and acted upon fairly and in a timely manner.

It must be understood by the complainant that while the Township will make every effort to assure the privacy of the complainant, a complainant may be required to present evidence in support of the complaint at any hearings of Appeals Committee or Court of Law of Ontario.

Intake Process

When a complaint is filed as set out above, the necessary information is to be recorded in the Township's complaints register. Any written correspondence will be attached to the complaint form.

The complaint form is to be forwarded to the appropriate department head for follow up with a scanned copy to the CAO and Admin. Assistant.

The Department Head or his/her designate will investigate the complaint within 72 hours or earlier if the department head feels that public safety or security of property is at risk.

Property Standards

When a complaint is received about property standards, the completed intake form is to be forwarded to the Chief Building Official and/or By-law Enforcement Officer.

If the Township Official deems that a contravention of the property standards has occurred, a follow up "NOTICE OF PROPERTY STANDARDS VIOLATION" will

be issued immediately. The Notice must clearly indicate the nature of the infractions and the time frame being allotted to rectify the matter, recognizing that the time frame may be different in each case.

The staff person investigating the complaint must enter the date given to rectify the problem in the complaints register and diarize a follow up site visit for further inspection.

If the problem has not been rectified, the Official may choose to have the deficiencies remedied at the property owner's expense.

Zoning By-law Non-Compliance

When a complaint is received regarding zoning non-compliance, the intake form is to be forwarded to the Deputy Clerk. The Deputy Clerk will review the zoning by-law to determine whether or not the use is permitted under the by-law. If it is deemed that the use is in compliance, the Deputy Clerk will indicate the relevant section of the zoning by-law on the complaint form and sign the form indicating that the complaint has been investigated.

If the use of the property is not permitted, the Deputy Clerk will forward the complaint form to the By-Law Enforcement Officer with the Section(s) that have been violated noted thereon.

The By-law Enforcement Officer shall then investigate by conducting a site visit to the property. If it is deemed that the use is in contravention of the zoning by-law, a "NOTICE OF VIOLATION" will be issued immediately.

The file is deemed to be closed upon compliance (ie. either the passing of a zone amendment by-law or the operation has ceased).

Road Condition Complaints

Upon receipt of a complaint relating to road conditions, the intake form is to be forwarded to the Director of Public Works. The road must be inspected within 24 hours by the Director or his designate to ensure that public safety is not at risk. A follow up telephone call to the complainant is warranted explaining what remedy or action is to be taken (if any).

General Complaints

Complaints of a general nature, including but not limited to customer service, are to be forwarded to the appropriate department head for disposition.

In all cases, complaints must be acknowledged by the appropriate department. Acknowledgment includes any notation regarding disposition, an explanation.

Disposition of Complaint

All department heads are responsible for reviewing the complaint register relating to their department to ensure that complaints are dealt with in a timely manner. The Department head is to record what steps have been undertaken to dispose of a complaint and the date of disposition on the intake form. Once the form has been signed by the Department Head or employee responsible for responding to the complaint, the intake form is to be forwarded to the Administrative Assistant (M. Reed) for filing and updating the register.

June 14, 2010