

Making a Customer Service Complaint

How to make a complaint

The Township of Selwyn has procedures for receiving and handling complaints from people dissatisfied with service, action or lack of action by a Township of Selwyn department or staff member. Complaints may be made verbally (in person or by telephone) or in writing (by mail, fax or e-mail). For more information on the Township's procedures, refer to the *Customer Complaints Policy No. 2.6*.

We recommend you first speak directly with the department where you have an issue, in person or by telephone. Most complaints are received verbally this way and resolved promptly. If you are not satisfied with how your verbal complaint is handled you can submit a written complaint.

Attached is a form you may use to record and submit a complaint to the Township of Selwyn's municipal office. We make every effort to resolve them as quickly as possible.

<p>Send your complaint by mail:</p> <p>Township of Selwyn P.O. Box 270 Bridgenorth, Ontario K0L 1H0</p>	<p>Send your complaint by E-mail:</p> <p>twpsel@nexicom.net</p> <p>Subject heading: Township of Selwyn Complaint</p>
<p>Send your complaint by fax:</p> <p>General fax: (705) 292-8964 Attn: Township of Selwyn Complaint</p> <p><i>Please Note: Personal information is not secure if sent by fax transmission. The Township of Selwyn does not recommend sending correspondence by fax.</i></p>	<p>For general assistance where to direct your complaint:</p> <p>If you still aren't sure how to find the relevant department, call the Township of Selwyn office for information where to direct your complaint: (705) 292-9507</p>

All written complaints are reviewed by the Township of Selwyn management staff. The information will be treated as confidential to protect your privacy; however, you should be aware that in investigating a complaint, the circumstances may indirectly identify you.

Note: Should a complainant wish to bring forward a complaint to Council; complainants must understand that their identity and the nature of their complaint will be will become publically available for the public record.

Complaint Form

Notice of Collection

The personal information you choose to provide on this form is collected under the authority of the *Municipal Act, 2001*. The information you provide will be used to investigate the complaint and may be used for contact purposes. Questions about this collection can be directed to the Township of Selwyn Clerk's Department, PO Box 270, Bridgenorth, ON, K0L 1H0
Phone: (705) 292-9507, twpsel@nexicom.net

Complainant Information – Please fill out this form as completely as possible.

First Name		Last Name	
Address			
City	Province	Postal Code	

Please indicate how you would like us to contact you regarding your complaint. Please record the information in the area provided.

Mailing Address (if different from the address above)	
Home Phone	Business Phone
Cell Phone	
Email	

If you are submitting a complaint on behalf of someone else

The *Municipal Freedom of Information and Protection of Privacy Act* does not allow the Township to collect information from you about a complaint that someone else has, unless we have the signed written consent of that other person. If you are representing someone (including a family member) as the agent of contact person you will need to have them complete the Complaint representative consent form and submit it with the complaint.

Name of person acting on behalf of complainant (Agent)
Person to be contacted (Complainant or Agent)

For Office Use Only

File No.:

Acknowledgement Letter Sent:

Response Sent:

Date File Closed:

Details of the complaint

(For purpose of management review and corrective action)

Service area/location of problem

Department/Staff person(s) involved (if known)

Nature of complaint (Include as much detail as possible, attach additional page, if necessary)
When, Where, Who, What was done or not done, etc.

How would you like to see your complaint resolved?

List of enclosed documents.

(Please include copies, not originals, of any documentation in support of your complaint.)

Complainant's signature

Date complaint submitted