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Town of Aurora

Policy

Legislative Services

Contact: Town Clerk

Approval Authority: Chief Administrative Officer (C.A.O.)

Effective: September 22, 2017

Revised: March 3, 2025

Compliments and Complaints

Purpose

The purpose of this policy is to outline the principles and processes for the disposition of complaints related to services delivered by the Town of Aurora. This policy and accompanying standard operating procedure provide for a local dispute resolution process before complaints are escalated to the Ontario Ombudsman. This policy attempts to ensure that any response and review of complaints is fair, impartial and respectful to all parties involved. This policy also provides a mechanism for the public to express their approval for the efforts of a staff member while completing the duties associated with their position.

Scope

This policy applies to complaints and compliments made by residents of the Town of Aurora and should be used when residents are not satisfied with the results of informal discussions that have been had with Town of Aurora staff. This policy does not apply to complaints made by employees, contractors, or volunteers working on behalf of the Town, complaints about members of council or issues already addressed by legislation or an existing municipal by-law or policy.

Definitions

Complainant

A member of the public making a complaint under this policy.

Complaint

A written expression of dissatisfaction about services, actions, or lack of actions by an employee, contractor or volunteer of the Town of Aurora by a member of the public.

Examples include but are not limited to perceptions of:

- A failure to do something agreed to do

- A failure to observe policy or procedures
- An error made by an employee, contractor, or volunteer of the Town
- Unfair or discourteous actions or statements made by an employee, contractor, or volunteer of the Town
- Access, or lack thereof, to services
- Timeliness of service
- Quality of service

Compliment
An expression of approval for a Town of Aurora program, service, facility or staff member.

Frivolous
A complaint that is reasonably perceived by Town staff to be without reasonable or probable cause, without merit or substance, or trivial.

Harassment or Harass
Involves engaging in a course of behaviour, comment or conduct, whether it occurs inside or outside the work environment, that is, or ought reasonably to be known to be unwelcome. It includes but is not limited to any behaviour, conduct or comment by a member of the public that is directed at or is offensive to another person:

- On the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, disability, sexual orientation, marital status, or family status, as well as any other grounds under the provisions of the *Human Rights Code*, R.S.O. 1990, c. H.19
- Which is reasonably perceived by the recipient as an intention to bully, embarrass, intimidate or ridicule the recipient

Ombudsman
The Ombudsman of Ontario or the Ombudsman appointed by council in accordance with Section 223.13 (1) of the *Municipal Act*, 2001, S.O. 2001, c. 25, as amended where applicable.

Town
The Corporation of The Town of Aurora.

Vexatious
A complaint that is frivolous and which is pursued in a manner that is reasonably perceived by Town staff to be malicious, intended to embarrass or harass the recipient, or intended to be a nuisance.

Policy

The Town is committed to promptly and effectively addressing systematic program and service delivery concerns raised by members of the public. This policy assists the

municipality in providing excellent service to the public and contributes to the continuous improvement of the Town's operations. Wherever possible, the Town attempts to address concerns from members of the public through discussions in an informal manner. Anonymous, frivolous or vexatious complaints, or if the complaint is initiated with the intent to embarrass or harass an employee, will not be considered. This determination can be made by the Town Clerk and / or the C.A.O.

Examples of complaints that could be made under this policy are as follows:

- A failure to do something agreed to do
- A failure to observe policy or procedures
- An error made by an employee, contractor, or volunteer of the Town
- Unfair or discourteous actions or statements made by an employee, contractor, or volunteer of the Town
- Access, or lack thereof, to services
- Timeliness of service
- Quality of service

When informal discussions do not lead to a satisfactory resolution, a member of the public may file a formal complaint on the form linked in the references section of this policy. A member of the public may use the same form to compliment the Town of Aurora. In this case, the Town Clerk will forward the compliment to the appropriate director who will pass it along to the employee(s) associated with compliment.

Responsibilities

Not applicable.

Monitoring and Maintenance

C.A.O. / directors / managers / supervisors and employees should work collaboratively to resolve issues related to this policy. Any employee found to be disrespecting the terms of this policy other than under exceptional circumstances, emergencies or operational requirement is subject to an investigation and discipline deemed appropriate by their immediate supervisor, Human Resources, the Town Clerk and / or C.A.O.

This policy will be reviewed two years from its effective or revision date, in accordance with the Town of Aurora's policy maintenance schedule.

References

- Human Rights Code, R.S.O. 1990, c. H.19
- Municipal Act, 2001, S.O. 2001, c. 25
- Form – Compliments and Complaints

- Standard Operating Procedure – Compliments and Complaints