



Staff Report

Report To: Council Meeting
From: Jana Nethercott, Clerk
Date: 2020-06-11
Report: 2020-09
Subject: Update on Complaints Policy

Recommendation:

That West Elgin Council hereby receives the report from J. Nethercott, Clerk re: Update on Complaints policy for information purposes.

Purpose:

This report is to provide the data to Council regarding the submitted complaints and requests for service and resolving of these complaints.

Background:

In June of 2018 West Elgin approved a Complaints Policy. This policy set out a time frame that all complaints submitted through this process would be dealt with within 2 business days. Council requested a report on this policy and statistics on what has been happening this calendar year and that quarterly reports follow.

In the first quarter of 2020 (Jan1 to Mar 31), a total of 34 requests for service or complaint forms were filled out either by members of the public or staff as a response to phone calls. The majority of these issues were dealt with by the Public Works area and the following is the results:

11 were resolved on the same day as the complaint
17 were resolved within 1-2 business days
6 were not resolved

The 6 that are classified as not resolved include 2 issues that were County of Elgin areas and were directed to the County, 2 issues that needed to be dealt with at a later date (ie burned out street light that gets added to list) and 2 that when investigated were not municipal issues.

With the new website, complaint forms can be submitted directly through the website, by-passing the need to come into the office or call to have an issue dealt with and we have been promoting this on social media. We have had 13 submitted forms through the website. We are hopeful this, along with the use of Keystone for tracking callers will assist us to provide Council with regular updates on how issues are resolved.