



APPENDIX "A"
TOWN OF KINGSVILLE
MUNICIPAL COMPLAINT FORM
(PUBLIC USE)

HOW TO MAKE A COMPLAINT

The Town of Kingsville Corporate Services Department has procedures for receiving and handling complaints from the public who are dissatisfied with service, actions or lack of action by a Town department or staff member. We recommend you first speak directly with the service area where you are having an issue, in person or by telephone. Most complaints that are received verbally and can be resolved promptly by the department in charge of the service.

If you are not satisfied with how your verbal complaint is handled you can submit a written complaint by completing this form which is available at Town of Kingsville Main Office.

COMPLAINT CONTACT DETAILS

Complainant Name:

Email:

(considered the most prompt way we can communicate with you)

Address:

(in only a mailing address is provided, our response timelines may be extended)

Phone:

(we only call if we require clarification)

COMPLAINT TYPE

Access of Services

Facilities

Outcome of Existing Complaint

Processes of Procedures

Programs

Staff Conduct

Timeliness of Services

Other

SUMMARY OF COMPLAINT

Please record information on what happened, who was involved, dates, and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper.



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Details:

Service area/location of problem:

Staff persons involved (if known and applicable):

List of enclosures (include copies of any documentation in support of the complaint):

RESOLVE

How do you suggest the complaint be resolved?:

SIGN OFF

Complainant's signature:

Date complaint submitted:



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TIMELINE

The Corporate Services Department staff will contact you to acknowledge this complaint in the next 1 to 5 business days after receiving this completed form. Your Complaint will be forward to the appropriate staff member for review and investigation. The Investigator will provide you with a response to your Complaint within 30 days of receipt of this Complaint. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

NOTICE OF COLLECTION

The personal information you choose to provide on this form is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*. The information you provide will be used to investigate the complaint and may be used for contact purposes but is otherwise considered confidential. Questions about this collection can be directed to the Corporate Services Department, Town Hall, 2021 Division Street North, Kingsville, ON, N9Y2Y9, 519-733-2305.

FOR CORPORATE SERVICES DEPARTMENT ONLY

Date Complaint Received:	Receiver Initials:	Tracking Number:
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