

Complaint Management Policy

1.0 Policy Statement

The City of Mount Pearl recognizes the importance of public input and welcomes complaints as valuable forms of feedback. While the City is committed to providing exemplary service to residents, the City will not attend to complaints that are frivolous and vexatious, please refer to the City's *Frivolous and Vexatious Complaints Policy (CS-FVC-01)*.

2.0 Scope

This policy applies to expressions of dissatisfaction related to municipal facilities, operational procedures, programs, services, or staff. Anyone who uses or is affected by City services can make a complaint, including residents, people who work in or visit the City, local businesses or community groups.

3.0 Purpose

This policy provides a standard procedure for the public to submit complaints and provides City employees with consistent practices for handling complaints about City programs, facilities, services and staff.

4.0 Complaint Process

Whenever possible, residents and businesses are encouraged to work with City of Mount Pearl employees at the first point of contact to have issues addressed. City employees will listen respectfully and make efforts to resolve concerns in a timely manner.

A. Submitting a Complaint

If a resolution cannot be made at the first point of contact, formal complaints can be submitted through the following channels:

- Mount Pearl Citizen Reporter website:
<https://mountpearl.maps.arcgis.com/apps/CrowdsourceReporter/index.html?appid=73e3ca8d92154284b61f71444b74d695>
- Telephone at: 1-709-748-1000 (8am-4pm)
- Fax: 1-709-748-1150
- email: info@mountpearl.ca
- By mail to: 3 Centennial Street, Mount Pearl, NL A1N 1G4
- In person: at 3 Centennial Street, Mount Pearl, NL A1N 1G4

For more specific complaints, members of the public are encouraged to look at the City's directory on the website:

<http://www.mountpearl.ca/government/contact/>

B. Details of Complaint

To submit a formal complaint to the City of Mount Pearl, members of the public are required to provide the following information:

- Contact Information (name, address, phone number, email)
- Details of what happened
- Location
- Date/time
- Names of any individuals or employees involved
- Explanation of what was or was not said or done
- Resolution being sought

C. Complaint Service Standards

Upon receipt of complaint, the City will provide an acknowledgement of receipt within three business days. This acknowledgement will identify who will be following up on the complaint and provide their contact information. The City will provide a final response to the complainant within 20 business days. In exceptional circumstances if this timeframe cannot be met, the City will keep the complainant informed of status.

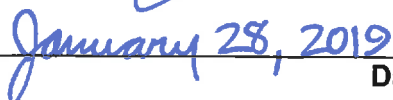
5.0 Roles and Responsibilities

- The **Customer Service Assistants** or designated employees are responsible for directing complaints to the appropriate Manager or Director, monitoring status of complaints and ensuring response by departments in accordance with the service standards.
- **Residents and Businesses** are to recognize that the City must consider the needs of the whole community. They are to provide honest and respectful communication with a goal to improving services.
- City **Employees** are to have knowledge and understanding of: the purpose of receiving complaints, the process through which a complaint can be made and the service standards that apply to complaints.
- **Managers and Directors** are responsible for investigating and responding to complaints about services they are responsible for. Complaints about staff are to be processed by that staff member's immediate supervisor.

6.0 Approvals



Steve Kent, Chief Administrative Officer



Date