



County of Bruce – Formal Complaint Form

How to Make a Complaint

The County of Bruce has procedures for receiving and handling complaints from individuals who are dissatisfied with service, actions or lack of action by a County department or staff member. We recommend you first speak directly with the service area where you have an issue, in person or by telephone. Most complaints 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 on our website www.brucecounty.on.ca and at County Administration facilities.

Complainant Contact Details

(*Mandatory Fields)

First name* _____ Last Name* _____

Email Address: _____

Address*: _____

Mailing Address (if different from address): _____

Phone Number*: _____

Complaint Type

Access of Services

Programs

Facilities

Staff Conduct

Outcome of Existing Complaint

Timeliness of Services

Processes or Procedures

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.

Staff area / location of the problem*: _____

Staff persons involved (if known or applicable): _____

For Internal Use Only

Date complaint received: (YYYY-MM-DD)	Receiver Initials:	Tracking Number:
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List of enclosures (include copies of any documentation to support the complaint):

Details*:

Resolution

How do you suggest the complaint be resolved?

Sign Off

Complainant's signature*: _____ Date*: _____

(Date submitted – YYYY/MM/DD)

Timeline

The Clerk (or their designate) will contact you to acknowledge this complaint within 5 business days after receiving this completed form. Further inquiries, investigation and resolution is expected 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

Personal information on this form is collected under the authority of Section 270(1)5. of the *Municipal Act, 2001*. The information that you provide will be used for the purpose of responding to and tracking complaints. This information will be kept confidential. Questions about this collection may be directed to the Clerk, 30 Park Street, Walkerton, ON N0G 2V0, 519-881-1291, clerk@brucecounty.on.ca

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