

**BY-LAW NO. 2023-27**

**BEING A BY-LAW** to adopt Prince Township Policy No. Citizen Grievance Policy.

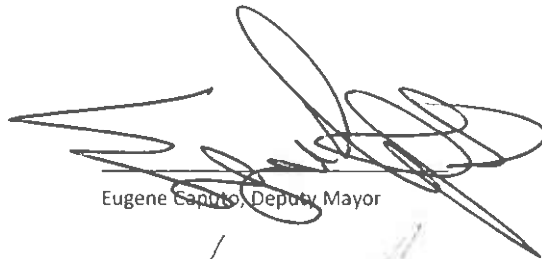
**WHEREAS** *Municipal Act, 2001*, S.O. 2001, Chapter 25, Section 9, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purposes of exercising its authority under this or any other Act;

**AND WHEREAS** Section 10 (2) of the *Municipal Act, 2001*, provides that a single-tier municipality may pass by-laws respecting health, safety and well-being of persons;

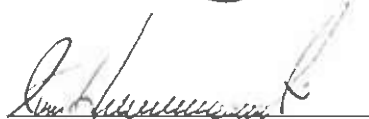
**NOW THEREFORE** the Council of The Corporation of the Township of Prince enacts as follows:

1. **THAT** Policy No. herein attached as Schedule "A" to this By-Law and forming an integral part of this By-Law, be adopted as Municipal Policy on Citizen Grievance.
2. **THAT** the Mayor and Clerk be and they are hereby authorized to sign this By-Law and to affix the corporate seal thereto.
3. **THAT** this By-Law is enacted upon the third and final reading hereof.

**READ** a first, second and third time and be finally passed this 14<sup>th</sup> day of November, 2023.



Eugene Caputo, Deputy Mayor



Steve Hemsworth, Chief Administrative Officer

<b>POLICY TITLE:</b>	Municipal Public Grievance Policy
<b>SUBJECT:</b>	Public Grievance Policy
<b>POLICY NO.</b>	HR
<b>EFFECTIVE DATE:</b>	November 17th 2023
<b>ENACTED BY:</b>	By-Law No.2023-27

## Table of Contents

### Contents

<b>1. Policy Purpose</b> .....	<b>2</b>	<b>2.</b>
<b>Applicability</b> .....	<b>2</b>	<b>3.</b>
<b>Definitions</b> .....	<b>2</b>	<b>4.</b>
<b>Policy Scope</b> .....	<b>3</b>	<b>5.</b>
<b>Policy – General</b> .....	<b>3</b>	<b>5.1</b>
Procedure.....	<b>3</b>	<b>5.2</b>
Informal Grievance.....	<b>3</b>	<b>5.3</b>
Formal Grievance.....	<b>4</b>	<b>6.</b>
<b>Review</b> .....	<b>5</b>	<b>7.</b>
<b>Policy Adoption and Review Guidelines</b> .....	<b>5</b>	<b>8.</b>
<b>References to Other Policies or By-laws</b> .....	<b>5</b>	

3

### 1. Policy Purpose

The purpose of this policy is to provide a consistent and uniform process to respond to Grievances received from members of the public regarding the dissatisfaction of programs, facilities, services, employees or operational procedures of the Township of Prince.

By introducing guidelines and standards, the process of managing and resolving Grievances will become more efficient allowing staff to respond to Grievances in a timely manner and provide an opportunity to improve Municipal programs and services.

### 2. Applicability

This Policy will assist the Township of Prince in providing excellent service to the public, and it will contribute to the continuous improvement of Municipal operations and service standards.

### 3. Definitions

For the purposes of this policy:

- (a) “**Clerk**” means the Clerk or his/her designation.
- (b) “**Grievance**” means an expression of dissatisfaction related to a municipal program, service, facility, or staff member, where a citizen believes that the municipality has not provided a service experience to the customer’s satisfaction at the point of service delivery and a response or resolution is explicitly or implicitly expected.
- (c) “**Employee**” means an employee, whether full-time, part-time, student or contractor of the Municipality including Volunteers of the Prince Township Fire Department.
- (d) “**Frivolous**” Grievance means one that has no serious purpose or value, is about a matter so trivial or one so meritless on its face that any investigation would be disproportionate in terms of the use of resources.
- (e) “**Vexatious**” Grievance means that the grievance is initiated with the potential intent to embarrass or annoy the recipient or is part of a pattern of conduct by the complainant that amounts to an abuse of the grievance process.

## 4. Policy Scope

This Policy applies to all grievances received by staff from members of the public regarding all administrative actions and functions of Prince Township.

This Policy does not apply to:

- A decision of Council or of a Committee of Council;
- Internal employee grievances;
- Matters addressed by legislation or an existing municipal by-law;
- Matters that are handled by tribunals, courts of law, quasi-judicial boards, etcetera.

This Policy does not address:

- Inquiries;
- Requests for service;
- Compliments;
- Criticisms, frivolous, vexatious or **anonymous** Grievances.

## 5. Policy – General

### 5.1 Procedure

A public Grievance may be made in the following ways:

- Online through the Prince Township website (<https://www.princetownship.ca/>) using the Public Grievance Form;
- Verbal Grievances made in-person or by telephone directly to municipal staff or through a member of Prince Township;
- Written Grievances sent by mail, e-mail or hand-delivered directly to municipal staff or through a member of Prince Township.

All Grievances should be filed as soon as possible.

### 5.2 Informal Grievance

It is recommended and encouraged that a Complainant first contact the office for the service area from which the Grievance arises. *Example: Roads Grievances go to Roads Supervisor*

The office will use their best efforts to resolve these informal Grievances before they become formal grievances, and after the resolution of such informal grievances, identify possible improvements in municipal services and operations.

### 5.3 Formal Grievance

### **5.3.1. Filing the Grievance**

A Formal Grievance is generated when an informal resolution could not be reached. Formal Grievances should be submitted to the Clerk on the Municipal Grievance Form attached as Schedule "A". All formal public grievances must be dated and signed by an identifiable individual. If a Grievance is submitted without an identification, it will be ignored.

### **5.3.2. Receipt and Acknowledgement**

The Clerk shall log the Grievance and forward a copy to the Department Director or designate. As soon as possible, or within 2-3 business days of receipt of the grievance, the Clerk or designate will acknowledge that the Grievance has been received in writing.

### **5.3.3. Review and Investigation**

The Clerk will review the formal complainant and may:

1. Review relevant municipal and provincial legislation.
2. Review the municipality's relevant policies and procedures.
3. Review any existing file documents.
4. Interview employees or members of the public involved in the issue.
5. Identify actions that may be taken to address the grievance or improve municipal operations.

### **5.3.4. Decision**

Within 2-3 business days of receipt of a grievance, the Clerk or designate will provide a response in writing to the complainant, which may include any of the following responses;

1. Whether the grievance was substantiated.
2. If the grievance is not substantiated, reason(s) for the decision.
3. Any actions the municipality may take because of the grievance.
4. If the Municipality is unable to provide a response within 2-3 business days, the Clerk will advise and provide an estimate of when a response will be provided.

### **5.3.5. Tracking and Reporting**

The Grievance must be tracked from its initial receipt to its resolution. Grievance records will be needed for regular review and analysis to identify recurring issues and to improve customer service and satisfaction. The number of grievances, type of grievances, and number of resolved grievances will undergo review by the Clerk

All personal information collected in carrying out this Policy will be dealt with in a confidential manner in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

## **6. Review**

This policy shall be reviewed and updated as required by the Municipal Council and/or the Clerk.



## Schedule "A" – Prince Township Formal Grievance Form

**Initial Grievance form- to be completed by the complainant.**

Name:	
Address:	
Phone Number:	
Email:	
Please provide the details of your grievance, including relevant dates, times, location, and background information that might include witnesses to the incident, photographs, etc.	
Please indicate any steps taken to resolve the matter or municipal employees you have contacted to resolve the grievance:	
Action Requested - Please describe in detail how you would like to have the matter resolved	

Complainant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Schedule "B" – Prince Township  
Formal Grievance Form**

**Formal Acknowledgement and resolution letter**

File No.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address:

Dear Resident. \_\_\_\_\_

Thank you for taking the time to express your concerns regarding

\_\_\_\_\_  
\_\_\_\_\_

Your written grievance was received by Prince Township on \_\_\_\_\_ (date received)

by: \_\_\_\_\_  
(person who received the grievance)

**Actions Taken:**

---

---

---

---

---

---

---

If further action is required, please indicate so along with your grievance number to the office for investigation and escalation.

If you have any questions regarding the process, please contact the Clerk at 705-779-2992 or by email at [info@princetwp.ca](mailto:info@princetwp.ca)

Sincerely,

\_\_\_\_\_

Chief Administrative Clerk,  
Prince Township