



**TOWNSHIP OF WELLINGTON NORTH**  
**WASTE WATER COLLECTION AND/OR**  
**TREATMENT COMPLAINT POLICY**

<b>DEPARTMENT</b>	Public Works	<b>POLICY NUMBER:</b>	28.15
<b>EFFECTIVE DATE</b>	July 13, 2015	<b>LEGISLATIVE AUTHORITY</b>	
<b>APPROVED BY</b>	Blanket Resolution 2015-345, August 10, 2015 (NONE Previous)		

**POLICY**

This policy applies to all complaints received by the Township of Wellington North that concern the waste water collection system or waste water treatment plants owned by the Township.

**PURPOSE**

- Establish a policy to capture and document customer complaints about treatment plants, including collection system;
- Ensure complaints are handled in a consistent manner; and
- Establish a formal feed-back process for users of the provided public service.

**PRINCIPLES**

- Township is obligated to provide waste water treatment plants that are maintained in a state of repair that is reasonable in the circumstances;
- Township service users should have access to a complaints process; and
- Proper maintenance of Township waste water treatment plants protect public safety.

**PROCEDURES AND PRACTICES:**

1. Residents may submit formal complaints using the “community complaint form” from Schedule A;
2. Completed “community complaint forms” concerned with the waste water treatment plants will be kept on record at the Township and forwarded to the plant’s operating authority as applicable;
3. “Community complaint forms” will be reviewed by the Director of Public Works who will document actions as applicable; and
4. Complaints forms may be considered when developing future asset management and capital budget plans at the Township.



SCHEDULE "A"

# Township of Wellington North

P.O. Box 125 • 7490 Sideroad 7 W • Kenilworth • ON • N0G 2E0

## TOWNSHIP OF WELLINGTON NORTH WASTE WATER COLLECTION AND/OR TREATMENT- COMMUNITY COMPLAINT FORM

Location: \_\_\_\_\_

Date of Complaint: \_\_\_\_\_ Time: \_\_\_\_\_

Name of Person with Complaint: \_\_\_\_\_

Home Address: \_\_\_\_\_

Telephone Number: Home: \_\_\_\_\_

Mobile: \_\_\_\_\_

Nature of Complaint: Noise Issue: \_\_\_\_\_ Operations Issue: \_\_\_\_\_

Odour Issue: \_\_\_\_\_ Other Issue: \_\_\_\_\_

Do they want a call back: Y \_\_\_\_\_ N \_\_\_\_\_ Call back date: \_\_\_\_\_

Complaint Details: \_\_\_\_\_

Complaint Received by: \_\_\_\_\_

Additional Comments: \_\_\_\_\_

Was the complaint addressed by operational staff: Yes No

Action Taken: \_\_\_\_\_

Public Works Signature: \_\_\_\_\_ Dated: \_\_\_\_\_

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