



# MUNICIPAL FEEDBACK POLICY

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## Introduction

The Township of Wellington North is committed to providing high-quality services to its residents and visitors. The Township believes that stakeholder feedback is essential in shaping the growth of the Township.

This Feedback Policy outlines the process through which residents, businesses, and visitors can share their thoughts with us. The goal is to continually enhance the quality of life in the Township of Wellington North by listening to the feedback received.

The Township is committed to handling all feedback with respect, confidentiality, and a dedication to making meaningful improvements where needed. Stakeholder input is a crucial part of ongoing efforts to make the Township of Wellington North a better place to live, work, and visit.

This policy is not intended for filing legal complaints.

## **Purpose**

The purpose of this policy is to establish a clear and consistent process for stakeholders to provide feedback to the Township of Wellington North. The policy ensures that all feedback is handled in a timely, constructive, and transparent manner, allowing the municipality to continuously improve.

## **Definitions**

**Complaint:**

An expression of dissatisfaction or grievance about municipal services, facilities, staff conduct, and overall operations, that is made by a person or organization who is directly affected by the issue, and that expects a response or a resolution from the municipality.

**Feedback:**

An expression of satisfaction or dissatisfaction with municipal services, facilities, staff conduct, and overall operations, that a resident or visitor has accessed or experienced. Feedback may be provided through the feedback form or other means of communication. Feedback may require a response or a resolution from the municipality depending on the nature and severity of the issue. Feedback helps the municipality to evaluate and improve its performance, accountability, and transparency.

**Municipal Programs:**

Municipal programs are any activities, initiatives, or projects that the municipality undertakes or supports to achieve its goals and objectives, such as economic development, environmental protection, social inclusion, etc. Municipal programs may involve collaboration with other levels of government, community organizations, businesses, or residents.

**Municipal Services:**

Any service that the municipality provides or manages for the benefit of the public, such as water supply, road maintenance, parks and recreation, public safety, etc.

**Stakeholder:**

Any person or group that is affected by or can influence the outcomes of municipal services, facilities, and overall operations., such as residents, visitors, employees, contractors, partners, etc.

## Scope

This policy applies to all forms of feedback received by the Township of Wellington North, including suggestions, concerns, compliments, and other input related to municipal services, facilities, staff conduct, and overall operations.

This policy applies to all municipal services, including but not limited to:

- Municipal Road maintenance and snow removal
- Water and sewer services
- Parks and recreation facilities
- Canine Control
- Fire and emergency services
- Building permits and inspections

This policy is not intended for complaints regarding:

- Service providers that are contracted through the municipality, these service providers shall be subject to the policies of that service provider.
- Services that are provided through the County of Wellington or other levels of government, for example, garbage, recycling, and organics collection, waste facilities, emergency services, libraries, social assistance, etc.
- Matters covered by legislation, or an established municipal by-law, policy, or procedure.
- A decision of Council or a decision of a committee of Council, please refer to the Council Code of Conduct.
- Actions of the Chief Building Official and the Building Department staff, please refer to the Code of Conduct Building Official Policy
- Internal employee complaints
- Matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

## Policy

The Township of Wellington North values and welcomes feedback on the services, facilities, staff conduct, and overall operations. Stakeholders have the right to submit a feedback form if dissatisfied with a municipal function or have suggestions for improvement and have the right to receive a timely response to feedback.

The Township of Wellington North will manage feedback with respect and confidentiality. Personal information will not be shared with anyone outside the municipality without consent, except as required by law. The Township assures that no retaliation or discrimination will occur as a result of submitting a feedback form.

## Procedures

To provide feedback, a **Municipal Feedback Form** must be completed.

1. The Municipal Feedback Form is available as Schedule A to this policy, by downloading a copy from [www.wellington-north.com](http://www.wellington-north.com), requesting a copy through [township@wellington-north.com](mailto:township@wellington-north.com), filling in the html form on [www.wellington-north.com](http://www.wellington-north.com), or by requesting a paper copy from the municipal office, 7490 Sideroad 7 W, Kenilworth.
2. Provide your name, address, phone number, and email address if you wish to receive a response to your feedback. You can also choose to remain anonymous, but we will not be able to follow up with you or inform you of the outcome.
3. Provide as much detail as possible about the municipal service, facility, staff conduct, operations, or initiatives. This could include the date, time, location, staff name, and any other relevant information.
4. Submit the form to [township@wellington-north.com](mailto:township@wellington-north.com), by mail to Township of Wellington North, 7490 Sideroad 7 W, PO Box 125, Kenilworth, ON N0G 2E0, or through electronic submission via [www.wellington-north.com](http://www.wellington-north.com).

Within seven (7) business days, a copy will be provided to the appropriate department, and you will receive an official acknowledgement of your feedback, as Schedule B.

## Complaints

A Department Head may not delegate the authority to investigate a complaint to any employee who is, or may be named, in the complaint.

If a complaint is made against the Department Head, the Chief Administrative Officer or their designate will conduct the investigation.

If a complaint is made against the Chief Administrative Officer, the Mayor shall consult with Council and may designate the municipal solicitor or another qualified individual who is independent from the municipality to conduct the investigation.

The designated investigator will review the issues identified by the complainant and may take the following actions:

- Review relevant municipal and provincial legislation
- Examine the municipality's applicable policies and procedures
- Review any existing documentation related to the issue
- Interview employees or members of the public involved in the matter

- Identify potential actions to address the complaint or enhance municipal operations

At their discretion, the Department Head may notify Council of any open complaint investigations for informational purposes.

### **Decisions:**

Within thirty (30) calendar days of receiving a complaint, the Department Head shall provide a written response to the complainant.

The response shall include:

- A determination of whether the complaint was substantiated
- If the complaint is not substantiated, an explanation of the reasons for this decision
- Any actions the municipality has taken or plans to take as a result of the complaint

If the Department Head is unable to provide a response within thirty (30) calendar days, they shall inform the complainant of the delay and provide an estimated timeframe for when a response will be issued.

The Department Head must file the complaint and resolution with the Clerk, who will keep a record per the municipality's retention by-law. If the complaint involves a municipal employee, a copy must also go in their personnel file.

If the complaint involves personal matters or information, it may not be shared publicly in adherence to the [Municipal Freedom of Information and Protection of Privacy Act](#).

To request an alternate format of this document, please contact [township@wellington-north.com](mailto:township@wellington-north.com) or 519-848-3620



## Schedule A: Municipal Feedback Form

Date:

Name:

Address:

Phone:

Email:

**\*If you would like a response to your feedback, you must provide your name, address, phone number and email address.**

Type of Feedback:

Please provide details of the feedback you are providing, including any relevant dates and times, locations, employees, etc. (If you have photos you would like to share, please attach them to the email when returning this form)

Suggestions for improvement:

Additional Information:

Response requested:            \* YES            NO

\*Ensure you have provided your contact details, if requesting a response

**OFFICE USE ONLY**

Complaint #			
Received By:		Date:	
Forwarded To:		Date:	
<p style="text-align: center;">Acknowledgegment</p> <p>Letter Date Sent:</p> <p>Staff Name:</p>		<p style="text-align: center;">Additional Correspondence</p> <p>Date Sent:</p> <p>Staff Name:</p>	
Action Taken:			
<p style="text-align: center;">Final Decision</p> <p>Letter Date Sent:</p> <p>Staff Name:</p>		<p>Copies filed with Clerk:</p> <p style="margin-left: 40px;">Initial Complaint Acknowledgement Letter Additional Correspondence Final Decision Letter</p>	

Please submit the completed form to [township@wellington-north.com](mailto:township@wellington-north.com) or by mail or in person to 7490 Sideroad 7 W (PO Box 125), Kenilworth, ON N0G 2E0.

Thank you for taking the time to express your concern(s). If this is a complaint, we will provide a response within thirty (30) calendar days of receipt. If you have any questions about this process, please contact the Clerk 519-848-3620 ex 4227 or [kwallace@wellington-north.com](mailto:kwallace@wellington-north.com)

To request an alternate format of this document, please contact [township@wellington-north.com](mailto:township@wellington-north.com) or 519-848-3620





## **Schedule B: Acknowledgment of Feedback**

Date

Name

Address

Dear

Thank you for taking the time to express your concerns regarding

Your written complaint was received by the municipality on

You have classified your feedback as:

We will provide a response within thirty (30) calendar days of receiving if your feedback is a complaint.

If you have any questions regarding the process, please do not hesitate to contact me, Karren Wallace, Clerk at 519-848-3620 ext. 4227 or [kwallace@wellington-north.com](mailto:kwallace@wellington-north.com)

Yours truly

Karren Wallace, Director of Legislative Services/Clerk