



COMPLAINT FORM (Policy PR-001)

THE CORPORATION OF THE MUNICIPALITY OF ST.-CHARLES

PO Box 70, 2 King Street East,
St.-Charles, Ontario P0M 2W0
Tel: 705-867-2032 Fax: 705-867-5789

Occurrence # _____ Date (DD/MM/YYYY): _____ Time: _____

Complainant Name: _____

Address: _____ City: _____

Postal Code: _____ Home Phone / Cell Phone: _____

E-mail Address: _____

What is your preferred method of communication: _____

Description of Complaint: *(Please include details of the matter such as date(s), time(s), specific location, and background information. Please use the back of this form if further space is required, additional information, such as relevant photographs, can be attached to this form but if used the person who provided them may be summoned to Court):*

Signature of Complainant: _____

(Please note: Unsigned and/or incomplete forms will not be processed. Any complaints received electronically are deemed to be signed.)

FOR ADMINISTRATIVE USE ONLY

Complaint Received by: _____ Date: _____

Complaint Entered Into OS Ticket: Yes No Ticket #: _____

Department Forwarded to: _____

Acknowledgment of Complaint

Complaints will be acknowledged within two (2) business days of receipt of complaint. Complaints received electronically, will be acknowledged by e-mail.

Complaints received in person may be acknowledged at the point of service by the staff member receiving the form or will be acknowledged by letter.

Acknowledgment Date: _____ Acknowledgment Method: _____

Staff Signature _____

Thank you for taking the time to inform us of your concerns. As per the municipal Complaint Policy, a response to your complaint will be provided within twenty (20) business days of the receipt of the complaint. If you have any questions or concerns during the process, please contact the Municipal Office.

Notice of Collection: The personal information collected on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and will be used to receive and investigate public complaints. Questions about this collection can be directed to the Municipal Clerk.