



Staff Report

Report To: Dan Best, Chief Administrative Officer
From: **Rebekah Msuya-Collison, Municipal Clerk**
Date: October 15 2018
Report: 30-2018
Subject: Request for Service, Complaints and By-Law Summary

Recommendations:

That South Huron Council receives the report from R. Msuya-Collison, Clerk
re: Request for Service, Complaints and By-Law Summary

Purpose:

This complaint summary provides Council with information regarding the type and status of Requests for Service, Complaints and By-Law Complaints from July 1 to September 30, 2018.

Background and Analysis:

Procedures for managing customer general complaints, request for service and by-law enforcement are currently in place. The policy assists the municipality in providing excellent service to the public and contributes to continuous improvement of operations by:

- ✓ Providing a fair complaint procedure which is clear and easy to use for anyone wishing to make a complaint; and
- ✓ Providing a timely and accurate response to complaints; and
- ✓ Using complaints as an opportunity to improve program and service delivery issues.

Please find attached summary from July 1 to September 30, 2018.

Operational Considerations:

No operational considerations have been identified for this report.

South Huron's Strategic Plan:

Section 6.2.2 of the Municipality of South Huron 2015- 2019 Strategic Plan identifies key priorities and strategic directions. The following elements are supported by the actions outlined in this report:

- ✓ Administrative Efficiency and Fiscal Responsibility
- ✓ Transparent, Accountable, and Collaborative Governance

Financial Impact:

No financial implications associated with this report.

Legal Impact:

No legal implications have been identified for this report.

Staffing Impact:

No staffing impact has been identified for this report.

Policies/Legislation:

Complaint Policy – By-law 22-2016

Consultation:

Municipal Staff and Municipal Enforcement

Related Documents:

Request for Service Complaint Log July to September 2018 By-Law
Summary Log July to September 2018

Respectfully submitted,

Rebekah Msuya-Collison, Municipal Clerk