



Staff Report

Report To: Dan Best, Chief Administrative Officer
From: **Rebekah Msuya-Collison, Municipal Clerk**
Date: February 4 2019
Report: 8-2019
Subject: 2018 Request for Service, Complaints and By-Law Summary

Recommendations:

That South Huron Council receives the report from R. Msuya-Collison, Director of Legislative Services re Resquest for Service, Complaints and By-Law Summary for information.

Purpose:

Information

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.

Operational Considerations:

South Huron website provides a "Report a Problem" on the website for submissions and currently most reporting is received through this method and not through form submission. No other 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:

The 2019 By-law enforcement budget on pages 20 and 21 of the 2019 Budget Book includes 2017 and 2018 information. In previous years a portion of the Building Department salaries were allocated to this budget.

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 Departments
Municipal Enforcement
S. Becker, Director of Finance

Related Documents:

Request for Service Complaint Log 2018
By-Law Summary Log 2018

Respectfully submitted,

Rebekah Msuya-Collison, Municipal Clerk

Director of Legislative Services