



Staff Report

Report To:	Dan Best, Chief Administrative Officer
From:	Genevieve Scharback, Corporate Services Manager/Clerk
Date:	November 20 2017
Report:	19-2017
Subject:	2017 Complaint Summary

Recommendations:

That South Huron Council receives the report from G. Scharback, Corporate Services Manager/Clerk for information purposes.

Purpose:

This complaint report provides Council with information regarding the type of complaints received in 2017 and their status.

Background and Analysis:

Procedures for managing customer general complaints, request for service and by-law enforcement are currently in place. Please find attached summary of 2017 complaints.

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 transparent, accountable and collaborative governance as a strategic objective.

Financial Impact:

There are no financial implications association 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 Enforcement Staff

Related Documents:

2017 Complaint and By-law Summary, copy attached.

Respectfully submitted,

Genevieve Scharback, Corporate Services Manager/Clerk