



Staff Report

Report To: South Huron Council

From: **Katie Trebble, Administrative Assistant**
Rebekah Msuya-Collison, General Manager of Corporate Services

Date: April 19 2022

Report: CL#10-2022

Subject: Request for Services, Complaints and By-Law Infractions – 2022 1st Quarter Report

Recommendations:

That South Huron Council receives the report re: Request for Services, Complaints and By-Law Infractions – 2022 1st Quarter Report and Summary Report for information purposes.

Purpose:

Information on the type and status of Requests for Services, Complaints and By-Law Infractions for the 1st Quarter of 2022, January 01 to March 31, 2022.

Background and Analysis:

Procedures for managing customer general complaints and requests for services 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 any 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

The SouthHuron.ca website continues to allow community members to submit “Report It” forms for collecting complaints, comments, and by-law infraction concerns. This centralized online system is effective in receiving, collecting, tracking, and responding to valuable feedback. Complaints and Requests for Services are investigated on a case-by-case basis.

Please find attached 2022 1st Quarter Summary from January 1st, 2022 to March 31st, 2022.

Parking Infractions:

In the 1st quarter of 2021 through regular patrol and through concerns submitted by members of the public, 5 (five) parking tickets were issued.

Key Performance Indicators

Key Performance Indicator (KPI's) for by-law enforcement relate to the standard level of service: that 95% of complaints will have a plan in place to resolve the concern within five business days. The (KPI)'s have been met for the 1st quarter of 2022.

Operational Considerations:

There are no operational considerations as a result of the recommendation in this report.

South Huron's Strategic Plan:

Sections 6.2.2 of the Municipalities 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:

This report is for information only, with no financial impact as a result of the recommendation in this report.

Legal Impact:

There are no legal impacts as a result of the recommendation in this report.

Staffing Impact:

There are no staffing impacts as a result of the recommendation in this report.

Communication Actions:

Members of public continue to submit their concerns through the “Report It” link on the SouthHuron.ca website, by telephone and email and as of March 1st, 2022 in person. Staff respond to the inquiry to confirm receipt and provide information on next steps in the process.

Educational information relating to by law enforcement matters are posted on the municipal website, on social media, as well as published in the HUB.

Policies/Legislation:

Complaint Policy – By-Law 22-2016

Consultation:

MEU Consulting

Related Documents:

By-Law Investigation 1st Quarter and 2022 first quarter summary

Respectfully submitted,

Katie Trebble, Administrative Assistant

Rebekah Msuya-Collison, General Manager of Corporate Services