



Complaint Management Policy

Adopted on: July 6, 2020
Resolution No.: 030720
Effective on: July 6, 2020

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1. Introduction

The management of complaints is an essential component to ensure quality customer service is offered to the population. The satisfaction of everyone is at the heart of the Saint-Gabriel-de-Valcartier municipality's priorities. To this effect, it is essential that persons; moral or physical who feel that they have not been treated fairly or are dissatisfied can be heard.

2. Objectives

The purpose of this policy is to establish the procedure for handling complaints in order to have a consistent process. It aims to define the role of each contributor and coordinate the actions of the latter in the management of complaints from those feeling aggrieved and ensure an effective and equitable treatment according to the established procedure. It also aims to maintain the efficiency of municipal services.

3. Field of application

This policy therefore applies to the entire population of Saint-Gabriel-de-Valcartier, including residents and workers.

It also applies to all contributors, organizations, contractors or clients dissatisfied with the activities or services offered by the Municipality.

4. Definitions

Plaintiff: Any person lodging a complaint with the Municipality.

Complaint: Expression of discontent that one experiences. Generally related to dissatisfaction with an activity, person, service or human behavior

Founded complaint: When there is harm to anyone, which typically will result in a change, a correction of situation. When the information available makes it possible to confer the benefit of the doubt. It is therefore part of a recovery process.

Unfounded complaint: When it comes to a rumor or a perception, and when the request is punctuated by inaccuracies. When it is a comment, a suggestion, an opinion or an anonymous request.

5. General principles

5.1. Eligibility of a complaint

For a complaint to be retained and analyzed, it must meet all the following requirements, under penalty of refusal:

- Be written, dated and signed;
- Be filled out on the complaint form in Appendix A of this Policy;
- Be sufficiently detailed and provide the information needed to intervene;
- Touch a point that falls under the exclusive jurisdiction of the Municipality;
- Must not be a rumor or a perception. It must be based on facts;
- Be sent by mail, by e-mail or presented in person;
- Must not be a request to settle a dispute between neighbors.

Moreover, it should not deal with a subject under a government authority, a matter brought to the attention of a court, or any subject within the internal jurisdiction of the Municipality.

5.2. Confidentiality

All complaint processing procedures will be conducted in the greatest respect for all, and this by all parties and, if appropriate, in the strictest confidence. The Municipality is subject to the Act respecting access to documents held by public bodies and the protection of personal information. Processed complaints will not be disclosed.

The confidentiality of complaints does not prevent the production of reports and documents and useful information for transmission of the complaint to allow contributors to understand the subject of the complaint, to draw conclusions and thus make recommendations to handle the complaint.

Moreover, depending upon the subject of the complaint, it could be brought to the municipal council if necessary.

5.3. Complaint against a municipal employee

Any municipal employee who is the subject of a complaint will be informed of it, as will his immediate supervisor. The complaint will be considered by the General Director.

6. Response time

6.1. Acknowledgment of receipt

The municipality of Saint-Gabriel-de-Valcartier will issue an acknowledgment of receipt of the complaints it receives within 72 working hours.

6.2. Delay of treatment

The Municipality will make a point of analyzing the complaint within a reasonable time and in accordance with the Law. Where the context of a complaint requires expertise, specific means or if the nature or complexity of the case requires, the processing time of the complaint will be extended.

7. Conclusion of the request

7.1. Conclusion of the complaint

The citizen will be informed of the means taken to resolve the complaint as well as the steps taken.

The Municipality can reserve the right not to disclose certain information to the applicant regarding the progress of the analysis when it comes to personal information, to a report or for any other reason deemed relevant not to be transmitted.

7.2. Disagreement on the conclusion

If the complainant disagrees with the conclusions transmitted, he or she may also appeal to the Director General of the municipality of Saint-Gabriel-de-Valcartier. In the event of disagreement with the response provided by the Director General, the complainant may refer the complaint to the municipal council for a final decision.

8. Revision

This Policy will be reviewed periodically or as required. Any modification must be adopted by resolution of the municipal council.

9. Approval

Signed in Saint-Gabriel-de-Valcartier this... day of the month of ... 2020.

Heidi Lafrance
Director General

Brent Montgomery
Mayor