

CORPORATION OF THE TOWNSHIP OF HORTON

Schedule "A"

Request for Action Process Policy

PURPOSE

This policy is intended to enable the Township of Horton to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the Township in providing excellent service to the public and contribute to continuous improvement of operations. The Township strives to reduce customer dissatisfaction by:

1. Providing a timely and accurate response to Requests for Action;
2. Using Requests for Action as an opportunity to improve program and service delivery concerns; and
3. Using Requests for Action to document persistent concerns. These items may require an in-depth investigation

A Request for Action is distinct from:

- a request for service made on behalf of a citizen for a specific service, or to notify the Township that a scheduled service was not provided on time.
- a general inquiry or specific request for information regarding municipal service
- an opinion or feedback, comment, and expression of interest in a program or service
- an expression of approval or compliment for municipal staff member, program, product, or process.
- a suggestion or idea submitted by a customer with the aim of improving services, programs, products, or processes.

The policy is not for Requests for Action:

- regarding staff members that are employed by a service provider contracted by the Township shall be subject to the policies of that service provider.
- issues addressed by legislation, or an existing municipal by-law, policy or procedure;
- a decision of Council or a decision of a committee of Council; or,
- internal employee(s) Requests for Action
- matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.

DEFINITIONS

- a. "Requestee(s)" means the individual filing the concern with the Township;
- b. "Request for Action" means a concern raised with a municipal program, service, or operation that is not resolved to the requestee(s) satisfaction at the point of service delivery and for which the requestee(s) submits their concerns to the Township in accordance with this policy;
- c. "Council" means the Council of the Township of Horton;

- d. "Department Manager" means the Fire Chief, Public Works Manager and Treasurer
- e. "Employee" means the employee of the Township;
- f. "Township" means the Township of the Township of Horton;
- g. "Ombudsman" means the Ontario Office of the Ombudsman;

FRONTLINE RESOLUTION

It is encouraged that the requestee(s) attempt to resolve concerns by working with the Township employee's Manager directly involved with the issue where appropriate.

It is the responsibility of all Township Senior Staff to attempt to resolve concerns before they become Requests for Action and identify opportunities to improve municipal services.

PROCESS FOR FILING A REQUEST FOR ACTION

Where frontline resolution cannot be achieved, the "Request for Action Process Policy" form, Schedule B to this By-Law, should be submitted to the CAO/Clerk or designate in writing and include:

- a. The name, phone number and mailing address of the individual(s) submitting the Request for Action.
- b. The nature of the request including the:
 - i. Background leading to the issue(s);
 - ii. Date(s), time(s), and location(s) of any concerns(s); and,
 - iii. Identify the type of concern.
 - iv. Name(s) of any employee(s) previously contacted regarding the issue(s)
- c. Any action(s) being requested of the Township.

RECEIPT AND ACKNOWLEDGEMENT

The CAO/Clerk shall log the Request for Action and forward a copy to the Department Manager or designate. Within seven (7) business days of receipt of the Request for Action, the CAO/Clerk shall acknowledge to the requestee(s) in writing that the request has been received

INVESTIGATION

A Department Manager may not delegate the authority to investigate a request for action to an employee who is or may be named in the request for action.

If a request is made against the Department Manager, the CAO/Clerk or designate shall conduct the investigation.

If a request is made against the CAO/Clerk, the Mayor shall acknowledge receipt of the request to the requestee(s) within (10) ten business days and shall consult with Council and may designate the municipal solicitor, or other qualified individual at arms-length from the Township, to investigate.

The designated investigator shall review the issues identified by the complainant and in doing so may:

- Review relevant municipal and provincial legislation;

- Review the Township's relevant policies and procedures;
- Review any existing file documents;
- Interview employees or member of the public involved in the issue;
- Identify actions that may be taken to address the request(s) or improve municipal operations; or,
- The Department Manager may, at their discretion, notify Council of an open request investigation for information purposes.

DECISION

Within thirty (30) business days of receipt of a request, the Department Manager shall provide a response in writing to the requestee(s).

The response shall include:

- Whether the request was substantiated,
- If the request is not substantiated, provide reason(s) for their decision; and,
- Any actions the Township has or will take as a result of the request(s).
- If the Department Manager is unable to provide a response within thirty (30) business days, they shall notify the requestee(s) of the delay and provide an estimate of when a response will be provided.

RECORD

The Department Manager shall file a copy of the request(s) and resolution with the CAO/Clerk. The CAO/Clerk shall maintain a file of the request(s) in accordance with the Township's records retention by-law. If a municipal employee was the subject of the request(s), a copy of the record shall be retained in their personnel file.

REPORTING

The CAO/Clerk shall provide a report to the General Government Committee on an annual basis outlining the request(s) received and the outcome achieved.

APPEAL PROCESS

Once the Township has communicated the decision to the requestee(s), there is no appeal process at the municipal level.

NON-COMPLIANCE

Non-compliance with this Request for Action policy may result in the Request for Action being filed with the Ontario Ombudsman for investigation.

REVIEW CYCLE

This policy shall be reviewed every term of Council.

PROCESS

CAO/CLERK:

- receives written request(s)
- logs request(s)
- forwards to appropriate department head

- acknowledges receipt to complainant within 7 business days

DEPARTMENT MANAGER/MAYOR:

- investigate the request(s)
- make a decision
- notify the requestee(s) of the outcome within 30 business days of the filing of the request(s)
- file a copy of the decision with the CAO/Clerk

CAO/CLERK :

- file a copy of the decision
- report to General Government committee annually

CORPORATION OF THE TOWNSHIP OF HORTON

Schedule "B"