

# MUNICIPAL COMPLAINTS FORM



## How to Make a Complaint

The Town of Inuvik has procedures for receiving and handling complaints from citizens. Complaints are defined as:

**An expression of dissatisfaction related to the provision or operation of a municipal program, facility, service, or procedure or the service of a municipal employee.**

A Complaint does not include:

- an expression of dissatisfaction with an action or decision of council, a committee of council or an external board, agency or entity;
- a communication that commences a formal legal action against the municipality, or that relates to an ongoing formal legal action involving the municipality;
- a report of damage to infrastructure or facilities owned or controlled by the municipality;
- a report of an alleged infraction of a bylaw of the municipality by a member of the public; or
- a request for service from the municipality, including, for example, and without limiting the generality of the foregoing, requests for repair or maintenance of infrastructure or facilities owned or controlled by the municipality.

It is recommended that you first speak directly with the service area where you have an issue, in person or by telephone. Most complaints are received verbally and can be resolved promptly by the department in charge of the service.

If you are not satisfied with how your complaint is handled, you may submit a written formal complaint by completing this form. Forms that are incomplete or illegible may be dismissed.

## Complainant Contact Details

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

E-mail Address: \_\_\_\_\_  
*(considered the most prompt way we can communicate with you)*

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## Complaint Details

Please record information on what happened, who was involved, dates, and times. Be as detailed as possible. If there is not enough space to describe the complaint, attach extra paper.

### Details

**Service area/location of problem**

**Staff persons involved (if known and applicable)**

**List of enclosures (include copies of any documentation in support of the complaint)**

**Resolve**

**How do you suggest the complaint be resolved?**

**Complainant Signature**

**Complainant's Signature**

**Date complaint submitted (mm/dd/yyyy)**

**Acknowledgement**

The Senior Administrative Officer will contact you to acknowledge receipt of this complaint. Complaints will be assessed and where it is deemed an investigation is required, the Complainant will be advised.

**Notice of Collection**

The personal information you choose to provide on this form is collected under the authority of the *Access to Information and Protection of Privacy Act*. The information you provide will be used to investigate the complaint and may be used for contact purposes but is otherwise considered confidential. Questions about this collection can be directed to:

Grant Hood  
Senior Administrative Officer  
Town of Inuvik  
PO Box 1160  
Inuvik NT X0E 0T0  
Phone: 867.777.8608  
E-mail: sao@inuvik.ca

**OFFICE USE ONLY**

<b>File Number:</b>	
<b>Date Received:</b>	
<b>Decision Date:</b>	
<b>Notes (if any):</b>	