

**CLERKS DEPARTMENT
FORMAL COMPLAINTS
FORM-CLK-109**



Formal Complaint Process

The Township of King is committed to providing exceptional customer service to all of our residents and stakeholders. If you have a formal complaint about municipal services or operations, please complete this form and submit by mail, in person, or by e-mail to:

Please submit completed forms to: Township of King, Attention: Township of Clerk
2585 King Road, King City, ON L7B 1A1
Email: clerks@king.ca or Fax: 905-833-2300

Complaints are assigned a tracking number and forwarded to the appropriate Department for investigation. Please be as specific as possible regarding the nature of the complaint and the resolution desired. You will be contacted to discuss your complaint and to attempt to achieve a satisfactory resolution. Anonymous complaints will be accepted but cannot be followed up for resolution. This form is intended for formal complaints only - if you are submitting a request for service, customer feedback, question or comment, please contact the Township by phone or e-mail to speak with the relevant Department.

Contact Information

Name	
Address	Daytime Phone #
City	Cell (optional)
Postal Code	Email (optional)
Have you previously contacted the Township regarding this issue? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you submitting this complaint on behalf of another person? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Complaint Information

Please provide a detailed description of your complaint, including historical information, people involved, description of places and/or vehicles, etc. You may include additional pages and documents with this form as necessary.

Please describe the desired resolution in as much detail as possible. You may include additional pages and documents with this form as necessary.

We will contact you regarding your complaint as quickly as possible – please allow two (2) business days to acknowledge receipt of your complaint and its assigned file number.

Complaint Escalation

Should you be unsatisfied with the outcome of your formal complaint to the Township, you may escalate your complaint to the Ontario Ombudsman. The Ontario Ombudsman is an objective office of last resort for members of the public to bring forward unresolved complaints when all other processes have been exhausted. The Ontario Ombudsman will investigate any decision or recommendation made or any act done or omitted in the course of the administration of the municipality. You may contact the Ontario Ombudsman to file your complaint by telephone or e-mail at:

Ontario Ombudsman
1-800-263-1830
info@ombudsman.on.ca

Personal information (PI) is collected on this form under the authority of the Municipal Act, s. 11. The purpose of this collection is to administer the formal complaint process. The personal information provided on this form is protected in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) Part II. Should you have any questions or concerns regarding the collection of personal information (PI), please contact the Freedom of Information and Privacy Coordinator of the Township of King.