

Complaint Form

We recommend customers first speak directly with the service area where they 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 the customer is not satisfied with how their verbal complaint is handled, they can submit a written complaint by completing this form and emailing it to **HR@wetaskiwin.ca** or return it to Wetaskiwin City Hall (City of Wetaskiwin, Att: People & Culture, Box 6210, Wetaskiwin, AB T9A 2E9).

Complainant contact details

First name:	Last name:
Email address (this is the promptest way to communicate with customers):	
Mailing address:	Phone number:
If only a mailing address is provided, response times will increase	We only call if we require clarification

Complaint type

- | | |
|--|--|
| ☐ Access to Service | ☐ Timeliness of Service |
| ☐ Facilities | ☐ Programs |
| ☐ Outcome of Existing Complaint | ☐ Other _____ |
| ☐ Process and Procedures | |
| ☐ Employee Conduct | |

Summary of complaint

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:

Employees involved (if known and applicable):

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

Resolve

How would you suggest the complaint be resolved?

Sign-off

Complainant's signature:

Date complaint submitted (mm/dd/yyyy):

Timeline

City employees will contact you to acknowledge this complaint in the next one (1) to five (5) business days after receiving this completed form. The assigned City employee member will forward the complaint on to the investigating employee, who will respond within 10 days of receipt of this complaint. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

The personal information being requested on this form is being collected for the purposes of administration of the City of Wetaskiwin complaints process under the authority of section 4(c) of the Protection of Privacy Act (POPA). If you have questions about the collection, use, or disclosure of this personal information provided, please contact the City of Wetaskiwin's ATI Co-ordinator by phone at 780.361.4456, by email at legislative@wetaskiwin.ca, or in person at Wetaskiwin City Hall (4705 50 Avenue, Wetaskiwin, Alberta, T9A 0R8).

City Administration only

Date received (mm/dd/yyyy):	Receiver's signature:	Tracking number:
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Internal complaint tracking form (internal use only)

Date complaint received: (mm/dd/yyyy)	Receiver's initials:	Tracking number:
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Tracking number: _____

Complainant's name: _____

Stage 1 — Acknowledgement

Notification of receipt of complaint by receiving employee, date (dd/mm/yyyy) and time recorded here: _____

Complaint transferred to: _____

Date and time transferred: _____

Stage 2 — Assessment

The complaint may be terminated at this point if a resolution is mutually determined, if it is a duplicate complaint, or if it is not a complaint.

☐ Is the complaint misclassified? (Is it actually feedback/compliment or a service request, etc.?)

☐ Is the complaint a duplicate?

☐ Is more detailed information required from the complainant? If yes, check the box and notify complainant.

- Date of notification for additional information: (dd/mm/yyyy): _____
- Additional information received: _____

☐ Can the complaint be resolved informally?

- Date of informal resolve: (dd/mm/yyyy): _____
- How it was resolved: _____

Stage 3 — Investigation

Investigation notes:

Stage 4 — Resolution

A resolution has been pursued and communication of the decision is provided to the complainant in writing.

- | | |
|---|--|
| ☐ Overview of complaint | ☐ Outline of the findings |
| ☐ Summary of facts | ☐ Suggestion of appropriate |
| ☐ Identification of next steps | resolution supporting the proposed |
| ☐ Details of how the investigation | resolution |
| was conducted | |

Date of decision of complaint (dd/mm/yyyy): _____

Stage 5 — Records Management

- ☐ Have all physical and electronic records been transferred to the Executive Assistant?