

Resident and Visitor Feedback and Complaints Policy

Policy Statement:

The City of Hamilton will establish an accessible two-way feedback/ complaints process for receiving and responding to about the manner in which goods, services, programs and opportunities are provided to persons who have disabilities. The process will be made known to the public including what happens to complaints or feedback when they are received.

Responsibility:

It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:

1. Communication notices, about the City of Hamilton's options for receiving and responding to feedback and complaints, will clearly set out various means by which persons with disabilities can provide feedback, compliments and/or complaints regarding access to and the quality of the City of Hamilton services, programs and opportunities provided.
2. Information about the process will be readily available to the public.
3. The feedback and complaints will be collected and recorded on the Accessibility Feedback and Complaints Form that can be found on the City's website and will be in supply at all service counters throughout the City of Hamilton. Feedback, compliments and complaints can be submitted to City staff by any other method chosen by the resident.
4. Staff will provide feedback and complaint forms at the point of service or delivery of programs.

5. Staff will make available to persons with disabilities a variety of methods for providing feedback, compliments and complaints.
6. The feedback and complaints processes must be developed in inclusive modes, catering for the needs of persons with disabilities.
7. Persons with disabilities can provide feedback and complaints using the City of Hamilton's Accessibility Feedback and Complaints Form, they can call the Customer Contact Centre and speak with a representative; they can speak to any member of staff, use e-mail, provide their feedback in writing, on a CD or any other method that meets their needs.
8. While receiving the feedback or complaint, staff must explain to the individual how the feedback or complaint will be processed (who reads it, when a response will be provided, if requested, timeframe for resolution or action and follow-up).
9. Department management will ensure that all feedback and complaints are investigated and specific action(s) identified and resolved. **In other words, departments continue to respond to and resolve complaints in a timely manner.**
10. When complaints are received they will follow the usual path of being responded to by the department responsible, as quickly as possible and resolved by the appropriate department(s)/division(s). Complaints will also be recorded on the Accessibility Feedback and Complaints Form or on an existing electronic complaint system such as Amanda, Trapeze or Hansen.
11. All staff will have access to feedback and complaint forms that they will use to record complaints and feedback on behalf of the individual, unless the individual wishes to record and make their own feedback or complaint in a manner that is suitable to them.
12. Management will ensure that information is clearly posted on their premises regarding the process for making complaints or providing feedback including what happens once complaints and feedback is received.
13. All feedback and complaint forms, once completed, unless entered electronically will be sent to the "Attention: Supervisor of Customer Contact Centre" for recording in the electronic tracking system (Hansen).
14. Complaints and feedback will be tracked and monitored by Access & Equity staff in Corporate Services. Access and Equity staff will run regular

reports to be provided to the General Managers and to the Province, if requested.

15. The person providing the feedback or making a complaint will be apprised of the outcomes by staff should they request a follow up. (If the complaint or feedback is anonymous then follow up may not be possible).
16. Follow up will be within 10 working days, unless there are circumstances that prevent such response time. If a response is delayed, the person providing the feedback or making a complaint must be apprised of the delay.