

COMPLAINT FORM
Confidential when completed

A complaint is an expression of dissatisfaction about the action or lack of action taken regarding operations, facilities or services provided by the Municipality or by a person or body acting on behalf of the Municipality of Whitestone. A complaint is distinct from Request for Service, Enquiry, Feedback, Compliment or Suggestion.

To open a municipal complaint, please complete the form below in its entirety and submit to the Municipality using one of the methods detailed on Page 3.

CONTACT INFORMATION			
Name: _____			
Home Phone: _____		Cell Phone: _____	
Mailing Address: _____ _____			
Email: _____			
AREA OF COMPLAINT		Please indicate the area related to this complaint.	
<input type="checkbox"/> Administration	<input type="checkbox"/> Animal Control	<input type="checkbox"/> Building	<input type="checkbox"/> Fire
<input type="checkbox"/> By-Law Enforcement	<input type="checkbox"/> Recreation	<input type="checkbox"/> Facilities	<input type="checkbox"/> Library
<input type="checkbox"/> Roads	<input type="checkbox"/> Landfill	<input type="checkbox"/> Cemetery	
<input type="checkbox"/> Other (specify) _____			
Please describe the nature of your request, examples include:			
- Details of what happened			
- Where did this happen?			
- Is it within the Municipality of Whitestone's responsibility?			
- When was the occurrence?			
- Who was involved?			
- What was said or done at the time of the occurrence?			
- What kind of resolution is being sought?			
_____ _____ _____ _____ _____ _____ _____ _____ _____ _____			

OFFICE USE ONLY

Tracking Number: _____

Received By: _____ Date: _____

Forwarded To: _____ Date: _____

_____ Acknowledged Receipt of Complaint Date: _____

Action Taken: _____

_____ Final Decision Notice Date Sent: _____

Thank you for taking the time to express your concern.

All personal information you choose to provide on this form is collected under the authority of Section 227© of the *Municipal Act, 2001*, S.O. 2001, c. 25. The information will be used to confirm your consent under Section 32(b) of the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 to disclose information relating to your complaint to the third party you identified.

HOW TO SUBMIT THIS FORM

In Person or By Mail:

The Municipality of Whitestone Municipal Office
21 Church Street
Dunchurch, ON P0A 1G0

Email:

Tammy Wylie, CAO-Clerk-Treasurer
clerk.administrator@whitestone.ca