



## Ombudsman - Complaint Submission Form for Complaints Regarding The Regional Municipality of York

**INSTRUCTIONS:** Please submit the completed and signed Complaint Submission Form, including the Consent and Confidentiality Agreement, and copies of supporting documents to the Ombudsman by:

- regular mail to the ADR Chambers Ombuds Office, P.O. Box 1006, 31 Adelaide St. E., Toronto, Ontario, M5C 2K4
- fax to 1-877-803-5127 to the attention of the Ombudsman, or
- email (if scanned) to [ombudsman@adr.ca](mailto:ombudsman@adr.ca)

**\* indicates mandatory information**

Complainant Information		
*Last Name		*First Name
*Mailing Address	*City/Town	*Postal Code
Email Address	*Phone #	Alternate Phone #1
Alternate Phone #2	Fax	
Best method and time to contact you: <ul style="list-style-type: none"> <li><input type="radio"/> Phone</li> <li><input type="radio"/> Alternate Phone # 1</li> <li><input type="radio"/> Alternate Phone # 2</li> <li><input type="radio"/> Email</li>   <li><input type="radio"/> Morning</li> <li><input type="radio"/> Afternoon</li> </ul>		
*Are you representing an organization/community group? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please provide organization name		

**Complaint Details**

\*Who is this complaint about? (please check one)

- The Regional Municipality of York
- Other \_\_\_\_\_

\*Which Regional Departments/Divisions and contacts have been involved with your complaint?

**CAO's Office**

- Audit Services
- Corporate Initiatives

**Legal and Court Services**

- Legal Services
- Court Services

**Community and Health Services**

- Business Operations and Quality Assurance
- Emergency Medical Services and Seniors Services
- Housing Services
- Public Health
- Social Services
- Strategic Service Integration and Policy

**Corporate Services**

- Planning and Economic Development
- Human Resources
- Property Services
- Corporate Communications
- Regional Clerk's Office
- Geographic Information Services

**Environmental Services**

- Capital Planning and Delivery
- Environmental Promotion and Protection
- Infrastructure Asset Management
- Operations, Maintenance and Monitoring
- Strategy and Business Planning

**Finance**

- Controllership Office
- Office of the Budget
- Treasury Office
- Information Technology Services
- Supplies and Services

**Transportation Services**

- Transit
- Roads and Traffic Operations
- Capital Planning and Delivery
- Infrastructure Management and Project Management Office
- Strategic Business Planning

**Environmental Services**

- Capital Planning and Delivery
- Environmental Promotion and Protection
- Infrastructure Asset Management
- Operations, Maintenance and Monitoring
- Strategy and Business Planning

**York Region Rapid Transit Corporation**

- Office of the Chief Financial Officer
- Office of the Chief Engineer
- Office of the Design Chief, Infrastructure and Development
- Office of the Chief Communications Officer
- Office of Legal Counsel

*Contact Name(s)	Extension
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<b>*Summary of the Complaint</b> Please provide a summary of the details of your complaint, <b>including any relevant dates.</b>

**\*Steps Taken to Resolve the Complaint**

Please provide information regarding what steps you have taken to try to resolve your complaint (including any grievances, appeals, requests for reconsideration, relevant dates) and what responses you received.


**\*Suggested Resolution**

Please provide details of your suggested resolution to this matter.


**\*Supplementary Documents**

Are you submitting supplementary documents?

- Yes
- No

The completed form needs an original signature. Print the form, sign it and submit it to the Ombudsman as per the instructions at the top of this form.

**\*Signature**

**\*Date**

Personal information contained on this form is collected under the authority of the *Municipal Act, 2001*, subsection 223.13. The information will be used by the Ombudsman to respond to your complaint. Questions about this collection can be directed to the Office of the Ombudsman, by regular mail to ADR Chambers Ombuds Office, P.O. Box 1006, 31 Adelaide St. E., Toronto, Ontario, M5C 2K4, by fax at (877) 803-5127 or by email at [ombudsman@adr.ca](mailto:ombudsman@adr.ca).

**\*Consent and Confidentiality Agreement**

You consent to the ADR Chambers Ombuds Office making inquiries on your behalf in investigating your complaint. You agree to provide all of the information and documentation in your possession that is necessary in order for the ADR Chambers Ombuds Office to investigate your complaint. The ADR Chambers Ombuds Office will have to share information with the Regional Municipality of York in order to respond to complaints. Information you provide may also be disclosed in the final report issued by the Ombudsman. If you submit any information that you identify as confidential, the ADR Chambers Ombuds agrees to keep that information confidential. However, information you identify as confidential will not be shared with the Regional Municipality of York and therefore cannot be taken into consideration when the Ombudsman makes a decision on the appropriate recommendation. Confidential information will not appear in the Ombudsman's final report.

You agree that if you should participate in legal proceedings relating to your dispute with the Regional Municipality of York, you will not subpoena or call as a witness any employee, agent, director, officer or contractor of the ADR Chambers Ombuds Office. You also agree not to subpoena or seek production of any records, notes or work product of any employee, agent, director, officer or contractor of the ADR Chambers Ombuds Office.

**\*Signature**

**\*Date**