



Ombudsman - Complaint Submission Form for Complaints Regarding The Municipality of Clarington

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

*** 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"> <input type="radio"/> Phone <input type="radio"/> Alternate Phone # 1 <input type="radio"/> Alternate Phone # 2 <input type="radio"/> Email <input type="radio"/> Morning <input type="radio"/> Afternoon 		
*Are you representing an organization/community group? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please provide organization name		

Complaint Details		
<p>*Who is this complaint about? (please check one)</p> <p><input type="checkbox"/> The Municipality of Clarington</p> <p><input type="checkbox"/> Other _____</p>		
<p>*If your complaint is about the Municipality of Clarington, which Municipal Departments/Divisions and contacts have been involved with your complaint?</p>		
<input type="checkbox"/> CAO Office <input type="checkbox"/> Corporate Communications <input checked="" type="checkbox"/> Economic Development <input checked="" type="checkbox"/> Tourism	<input type="checkbox"/> Clerk's Department <input type="checkbox"/> Council Services <input type="checkbox"/> By-law Enforcement <input type="checkbox"/> Animal Services <input type="checkbox"/> Records and Information Services <input type="checkbox"/> Accessibility	<input type="checkbox"/> Community Services <input type="checkbox"/> Facilities <input type="checkbox"/> Recreation Programs <input type="checkbox"/> Community Development
<input type="checkbox"/> Corporate Services <input type="checkbox"/> Human Resources <input checked="" type="checkbox"/> Information Technology <input checked="" type="checkbox"/> Legislative Services <input checked="" type="checkbox"/> Purchasing Services	<input type="checkbox"/> Emergency & Fire Services <input type="checkbox"/> Fire Suppression and Public Education <input type="checkbox"/> Fire Prevention <input type="checkbox"/> Emergency Management	<input type="checkbox"/> Engineering Services <input type="checkbox"/> Building <input type="checkbox"/> Capital Works <input type="checkbox"/> Construction <input type="checkbox"/> Development & Traffic Management <input type="checkbox"/> Park Development
<input type="checkbox"/> Finance Department <input type="checkbox"/> Financial Planning (Performance Measures) <input type="checkbox"/> Financial and Accounting Services <input type="checkbox"/> Taxation <input type="checkbox"/> Asset Management <input type="checkbox"/> Internal Audit <input type="checkbox"/> Budgets	<input type="checkbox"/> Legal Services <input type="checkbox"/> Legal Services	<input type="checkbox"/> Operations Department <input type="checkbox"/> Roads Maintenance <input type="checkbox"/> Parks Maintenance <input type="checkbox"/> Building Services
<input type="checkbox"/> Planning Services <input type="checkbox"/> Community Planning & Design <input type="checkbox"/> Development Review <input type="checkbox"/> Special Projects		
<p>*Contact Name(s) _____ Extension _____</p>		

***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

***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 Durham Region if your complaint relates to it) 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 Office agrees to keep that information confidential. However, information you identify as confidential will not be shared with Durham Region 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 Durham Region, 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**