

# Municipal Ombudsman Process Form

## HOW TO MAKE A COMPLAINT

### OMBUDSMAN COMPLAINT JURISDICTION

- Subsections 14(4.3) of the *Ombudsman Act*, R.S.O. 1990, c. O.6 and subsections 239.1 and 223.13-14 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended or replaced, establish that when an independent Municipal Ombudsman Investigator is appointed by an Ontario municipality, the Municipal Ombudsman will maintain jurisdiction over the oversight of The Corporation's administrative issues and/or process complaints.
- The Corporation of the City of Cornwall has appointed Investigator, Mr. David Boghosian of Boghosian Allen LLP. as Municipal Ombudsman.
- Complaints concerning administrative issues and/or processes are to be directed to the Municipal Ombudsman Investigator as set out below.

### RESOLVING CONCERNS

Potential complainants **must** make their best effort to fully resolve their **administrative issues and/or process** concerns with Municipal Staff prior to making a complaint to the Municipal Ombudsman Investigator.

### HOW TO MAKE AN OMBUDSMAN COMPLAINT

To make an **administrative issue and/or process** complaint after having made best efforts to fully resolve the concern with Municipal Staff, fully complete this Complaint Form and send it by e-mail directly to the Municipal Ombudsman Investigator:

**David Boghosian**  
E-mail [dgb@boglaw.ca](mailto:dgb@boglaw.ca)

The Municipal/Ombudsman Investigator's telephone contact is (416) 367-5558 (x211).

## COMPLAINANT CONTACT INFORMATION:

Last Name:		First Name:	
Address:		City:	Province:
Postal code:	Telephone Day:		Telephone Evening:
Email:			

**COMPLAINT DETAILS:**

This complaint must include a fulsome explanation of the concern and any supporting evidence supporting the concern. Please include details regarding dates, times, locations, and any other relevant information. If additional space is required, please attach to this form.

How do you suggest the complaint be resolved?

Please list documentation attached in support of the complaint

**TIMELINE:**

The Municipal Ombudsman Investigator will respond to your e-mail directly confirming their receipt of the complaint within a reasonable amount of time. The Municipal Ombudsman Investigator will inform a respective complainant if their complaint is accepted as an official complaint and/or if they require any additional information from a complaint, for the complaint to become an official complaint.

**NOTICE OF COLLECTION:**

Any personal information that you choose to provide on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 c. M.56, as amended or replaced. The information you provide will be used to consider the acceptance of the complaint by the Municipal Ombudsman Investigator in accordance with his established procedures and to investigate complaints accepted by the Municipal Ombudsman Investigator, but it otherwise considered confidential.

This form and any questions to be directed to the Clerk's Department, 360 Pitt Street, Cornwall, ON K6J 3P9, Phone 613-930-2787 ext. 2316 or email at [clerk@cornwall.ca](mailto:clerk@cornwall.ca)

**DATE:****SIGNATURE:****OFFICE USE ONLY****DATE RECEIVED:****DATE FORWARDED:****TRACKING #:****RESPONSE DATE:**