

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 is appointed by an Ontario municipality, the Municipal Ombudsman will maintain jurisdiction over the oversight of that municipality's administrative/operational complaints of personal harm.
- The Corporation of the City of Cornwall has appointed Mr. David Boghosian of Boghosian Allen LLP as its independent Municipal Ombudsman.
- Complaints concerning administrative/operational allegations of personal harm **must** be directed to Municipal Ombudsman using **this Process Form**.

RESOLVING CONCERNS

Before a member of the public may have an administrative/operations complaint of personal harm (as differentiated from a political complaint) investigated as an Ombudsman matter, the individual **must** have first undertaken fulsome steps to resolve their respective **administrative/operations complaint of harm** using all existing **complaint and resolution opportunities available at the City** and must have exercised any and applicable **appeal or objection rights** for hearing or review at any **court or tribunal**.

Existing complaint and resolution opportunities available at the City are listed in paragraphs 22 and 23 of the posted Ombudsman Protocol. If there is a court process (i.e because you were issued a ticket or summons in respect of the matter complained about), or if there is a right of appeal from the decision complained about, you must first go through the court process or appeal process, as applicable, before an Ombudsman investigation will be initiated.

HOW TO MAKE AN OMBUDSMAN COMPLAINT

To make an **administrative/operations complaint of harm** after having made best efforts to fully resolve the concern with all existing complaint and resolution opportunities at the City and having exhausted all other legal remedies, please complete this Ombudsman Process Form in full and send it by e-mail directly to the Municipal Ombudsman:

David Boghosian
E-mail dgb@boglaw.ca

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.

Were you issued a ticket or summons to appear in court, or giving you the option of appearing in court or paying a fine, and have you gone through the court process? Y N

If you answered Yes, provide particulars of the court process and the outcome.

Is there a right of appeal of the decision complained about (e.g. to a Committee such as the Property Standards Committee) and have you appealed the decision? Y N

If you answered Yes, provide particulars of the appeal and the outcome.

Have you exhausted all internal complaint avenues, i.e. spoken to levels of management above the staff-person you initially dealt with? Y N

If so, provide the names, positions and contact information for all staff-persons you have spoken to and particulars of the outcome of your dealings with each.

List all steps taken to resolve the matter, including any steps taken with the municipality and through any court or legal proceeding.

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 is otherwise considered confidential.

This form, when completed in full, must be sent by e-mail directly to the Municipal Ombudsman. Should you have any questions, please direct them to the Municipality's Clerk, 360 Pitt Street, Cornwall, ON K6J 3P9, Phone 613-930-2787 ext. 2316 or e-mail at clerk@cornwall.ca

DATE:

SIGNATURE:

OFFICE USE ONLY

DATE RECEIVED:

DATE FORWARDED:

TRACKING #:

RESPONSE DATE: