



### Municipal Complaint Form

The Corporation of Municipality of East Ferris is committed to continuous organizational improvement in an environment where all complaints are dealt with fairly in a respectful, transparent fashion. Complaints must be made in writing.

**Please provide us with your contact information. Anonymous complaints will not be accepted.**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address & Street Name: \_\_\_\_\_

P.O. Box Number: \_\_\_\_\_ City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Cell Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

**What is your complaint?** Please include relevant date(s), location, and background information, including municipal employees you have contacted regarding this matter. Additional space is available on the back of this form. Additional information, such as relevant photographs, can be sent via email.

**How could the situation be improved?**

Appendix A - GOV-006 – Complaint & Service Request Handling Policy

*Thank-you for taking the time to explain your concern. Your complaint will be addressed as per our Complaint & Service Request Handling Policy. If you have any questions about the process, please contact the Clerk at 705-752-2740.*

**Please return completed forms to:**

Clerk's Office  
Municipality of East Ferris  
25 Taillefer Road  
Corbeil, ON P0H 1K0  
Telephone: 705-752-2740  
Email: [kari.hanselma@eastferris.ca](mailto:kari.hanselma@eastferris.ca)  
[Kim.rose@eastferris.ca](mailto:Kim.rose@eastferris.ca)

**For Office Use Only**

Complaint Number: \_\_\_\_\_

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

Forwarded to: : \_\_\_\_\_

Date: : \_\_\_\_\_

Acknowledgement Letter Sent: : \_\_\_\_\_

Date: \_\_\_\_\_ By: \_\_\_\_\_

Decision on Complaint/Action Taken:

Final Response Letter Sent: \_\_\_\_\_

Date: \_\_\_\_\_ By: \_\_\_\_\_

**Copies Filed with Clerk:**

Initial Complaint:

Acknowledgement Letter:

Investigation Correspondence:

Final Decision Letter: