MUNICIPALITY OF MORRIS-TURNBERRY

Request for Service/Complaint Form

A complaint is an expression of dissatisfaction related to a Municipality of Morris-Turnberry program, service, facility, or staff member, where a citizen believes that the Municipality has not provided a service experience to the customer’s satisfaction at the point of service delivery and a response or resolution is explicitly or implicitly expected. A complaint is distinct from a Request for Service, Enquiry, Feedback, Compliment or Suggestion.

Please complete the form below in its entirety and submit to the Municipality service counter using one of the methods detailed on the back of this page to open a municipal complaint.

AREA OF COMPLAINT:
Administration _______ Animal Control _______ Building _____
By-Law Enforcement _______ Waste/Landfill _______ Facilities _____
Roads/Sidewalks _______ Utilities _______ Fire _____
Other (Specify) _______________

Requested By:
Name: ____________________________ Telephone: ______________________
Address: ____________________________________________________________________
Email: _______________________________________________________________________

Location of Concern: ___________________________________________________________
Details: ______________________________________________________________________
______________________________________________________________________________
..............................................................................................................................

COMPLAINT DETAILS:
Please describe the nature of your request, examples include:
• Details of what happened
• Where did this happen?
• Is it within the Municipality of Morris-Turnberry’s responsibility?
• When was the Occurrence?
• Who was involved?
• What was said or done at the time of the occurrence?
• What kind of resolutions is being sought?

Subject/Summary:
All complaints will be dealt with in a confidential manner according to the Municipal Freedom of Information and Protection of Privacy Act. Information will be collected, used and disclosed in accordance with the Act.

<table>
<thead>
<tr>
<th>Name of Requestor</th>
<th>Signature of Requestor</th>
<th>Date or Request</th>
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<tbody>
<tr>
<td>/Complainant</td>
<td>/Complainant</td>
<td>/Filing</td>
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**For Office use Only:**

**Referred to:** ___________________________  Date: ___________________________
By: ______________________________________
Recommended Action: __________________________________________________________
_____________________________________________________________________________

**Source Notified:**  Yes___________  No _________ Date: __________________________
Notified by: __________________________________________________________
Explanation: ______________________________________________________________
_____________________________________________________________________________

**Work Completed:**
Date: ________________________  By Whom: ________________________________
HOW TO SUBMIT THIS FORM:

In Person or Postal Mail:

Municipality of Morris-Turnberry Municipal Office
41342 Morris Road, PO Box 310,
BRUSSELS, ON N0G 1H0

Fax: 519-887-6424

Email: mail@morristumberry.ca

For questions or more information, Please contact the Municipal office at 519-887-6137