



The Division Head may recommend actions to resolve the situation such as a proposed dispute resolution meeting between those involved. If staff have been found to have contravened the Code of Conduct then appropriate actions will be taken that address the incident such as training, reprimand or discipline up to and including termination. Specific details of any disciplinary action taken will not be provided to the client.

Only complaints related directly to employee conduct fall under this complaint procedure.

**Complaints about entitlement to any benefit must be addressed through the established internal review process.**

\*Note: This Complaint Resolution Process in no way limits or restricts any person's rights under the Ontario *Human Rights Code*.

Sept. 2008

The City of Peterborough

Social Services Division

Serving the City and County Of Peterborough

**For questions about the  
Complaint Resolution Process**

**please call  
748-8830  
ext. 3821**

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**CITY OF  
PETERBOROUGH**

# **CLIENT COMPLAINT PROCEDURE**



**Tel: 748-8830**

## City Code of Conduct

All employees... are expected to perform their duties with integrity, honesty and impartiality and to conduct themselves at all times in a manner that recognizes the dignity and respects the rights of others.

## Workplace Harassment Policy

The City of Peterborough recognizes the rights of all employees and members of Council to work in an environment... free from discrimination and harassment based on any of the prohibited grounds in the Ontario *Human Rights Code*.\*

## Client Expectations

Clients interacting with Social Services staff can reasonably expect that:

1. They will be treated with dignity and respect in accordance with the Ontario *Human Rights Code* and the City's Code of Conduct and Workplace Harassment Policy; and
2. They will not be subjected to verbal abuse, such as yelling or swearing, physical abuse, threats or other unacceptable behaviour; and

3. They will not be subjected to bullying, intimidation or retaliation.

## Client Responsibility

Clients are also expected to interact with Social Services staff in a respectful manner, and to refrain from verbal abuse, physical abuse or other unacceptable behaviour. Clients have the responsibility to conduct themselves appropriately:

1. While trying to resolve a complaint; and
2. During any internal reviews or other appeal processes available to them.

## Complaint Process

If the client feels an employee treated them improperly, we ask that the client talk about the situation with the worker and/or the supervisor so it can be resolved. If they are not able to do so or if they are not satisfied with the response of the informal process then the client can submit a formal written complaint to the Division head within a reasonable time of the incident (preferably within five [5] working days).

To assist the Division head in fully understanding the complaint, the client must complete a Client Complaint Form, which includes a description of the incident; the names of the staff involved; the names of witnesses, if any; and steps already taken to try to resolve the complaint . (Clients may ask a friend or advocate of their choosing to help complete the form.)

The Division Head will provide a written reply within five (5) working days to confirm that the complaint has been received. The Division Head shall thoroughly investigate the matter, normally within thirty (30) working days from the receipt of the written complaint. When the investigation has been completed, the Division Head will advise the client of the findings.

