



Complaints

A complaint is an expression of dissatisfaction related to a Peterborough Social Services program, service, or staff member, where a customer believes that the City or its staff has not provided a service experience to the customer's satisfaction and a response or resolution is expected. Complaints do not include enquiries, feedback, compliments, suggestions, or appeals.

Customers can expect:

- The Social Services Division to manage complaints efficiently, fairly, effectively, and uniformly.
- Acknowledgment within 2 business days of receipt of a complaint.
- To be given a unique tracking number assigned to the complaint.
- To be provided appropriate contact information of the staff person who will be the complaint owner.
- To be notified of steps that will be taken to settle the matter and the estimated duration of investigation.
- Complaints will be dealt with in a confidential manner according to the Municipal Freedom of the Information and Protection of Privacy Act (MFIPPA). Information will be collected, used and disclosed in accordance with the Act.

Complaints related to other City Divisions will be redirected appropriately.

The complaint handling process in no way limits or restricts any person's rights under the [Ontario Human Rights Code](#).



Social Services

Helping people, changing lives.



Peterborough Social Services

Toll Free	855 - 738 - 3755
Phone	705 - 748 - 8830
Fax	705 - 742 - 0542
After Hours Emergency Shelter	705 - 926 - 0096

For questions about service standards or the Complaint Resolution Process call:

705 - 748 - 8830 Ext. 3870

socialservices@peterborough.ca

www.peterborough.ca/socialservices

178 Charlotte Street, PO Box 4138
Peterborough, ON, K9J 8S1

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705-748-8830



Committed to Quality
Customer Service



Peterborough Social Services
Helping people, changing lives.



Peterborough Social Services aims to deliver exceptional, equitable, inclusive, and accessible customer service.

Service Standards

You can expect to be given a choice of preferred communication methods including:

What you can expect:

Customers interacting with Social Services can reasonably expect:

1. To be treated with dignity and respect.
2. To receive professional, prompt, and polite service.
3. To be provided with up-to-date information that is timely, accurate, accessible, and responsive.
4. Staff will respect privacy and confidentiality.
5. Staff will strive to achieve a culture of two-way communication practices.
6. Staff will be well informed about directly operated municipal programs and wrap around services available within the community.
7. Staff will consider the range of tools at their disposal and use the most appropriate to address the needs associated with each individual customer.
8. You will not be required to provide the same information multiple times.

Customers can expect staff to support you in developing a plan that meets your needs and/or goals including:

- A review of programs and service options.
- Referrals to appropriate programs.
- Mutually agreed upon follow-up appointments based on your plan.
- Timeframes and expectations for follow-up.

In person service:

- To be greeted upon arrival and seen at your scheduled appointment time, or no later than 10 minutes past the scheduled start time for exceptional circumstances.
- If a scheduled appointment is missed, alternate arrangements will be made.
- If attending the office without an appointment you will be greeted at reception upon arrival and your service needs determined within 15 minutes.
- Off-site in-person meetings will be considered on a case-by-case basis.

Telephone, Voicemail, Text and Two-Way Messaging:

- Messages will be returned within one business day.
- Voicemail boxes are cleared daily.

Customers will:

- Be notified if phone call may be monitored or recorded.
- Have their issue resolved by involving as few City staff as possible.
- Be informed if being transferred to another voice mail box.
- Be asked for permission when being placed on hold or be given the option to call back or be called back.
- Be checked in while on hold and their patience acknowledged when off hold.
- Be informed if video call options exist.

Staff voicemail greetings will:

- Be updated daily
- Be courteous
- Give you as much information as possible
- Request callers leave a detailed message
- Ensure phone settings are activated with the option to leave a message or be transferred to another staff

Email:

- Will be acknowledged within 1 business day.
- Email correspondence requires consent.
- Staff vacation/absence messages will be activated and include an alternate contact.

Written Correspondence

- Will be acknowledged within 2 business days following receipt.
- An estimated written response time is to be provided.

