

CUSTOMER COMPLAINT POLICY

At the Town of Newmarket, your feedback is important and allows us to improve our programs and services to best meet your needs. Our Customer Complaint Policy outlines how residents can escalate a complaint, while providing a reliable way to pursue any unresolved issues.

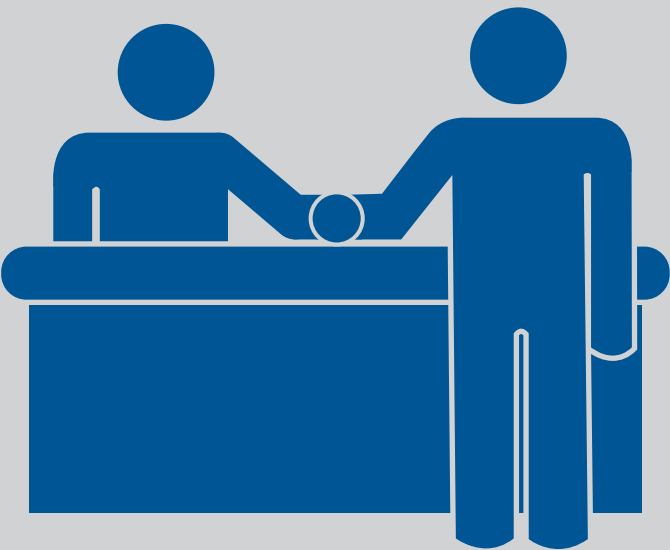
SCENARIO:

You are a resident who has an issue that is unresolved and you need assistance. The new Customer Complaint Policy will help ensure that your concerns are heard and dealt with appropriately. Staff will guide you through this process.



STEP 1:

Contact the Customer Service Centre or relevant Town department in person, by phone or by email. Staff will work with you to understand and address your concerns or help direct you to where your concerns should be heard. Most customer concerns are resolved at this step, but if you feel your concern was not addressed, you may continue to Step 2.



STEP 2:

Your concerns will be directed to a senior staff person who will contact you to review how your concerns were heard and addressed in Step 1 and provide you with a response in person, by telephone or by email. If you are dissatisfied with the response, you may continue to Step 3.



STEP 3:

Staff's response to your concerns will be reviewed by the Town's Complaint Review Committee, who will determine if staff's earlier decisions and actions to address your concerns were fair, complete and appropriate. The Committee will provide you with a written response outlining the results of its review. Should you wish to pursue your concerns further, you will be referred to the Municipal Ombudsman, an independent, arms-length office of last resort.

The Committee is made up of the Town's Manager of Customer Services and a Commissioner, or his or her designate.



QUESTIONS OR COMMENTS TO SHARE?

Contact the Customer Service Centre at 905-895-5193 or info@newmarket.ca The Customer Complaint Policy can be found on the Town's website at newmarket.ca