



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:

Detailed Information:

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.

_____	_____	_____
Name of Requestor /Complainant	Signature of Requestor /Complainant	Date of Request /Filing

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@morristoryberry.ca

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