

**Township of Southgate
Administration Office**
185667 Grey County Road 9, RR 1
Dundalk, ON N0C 1B0



Phone: 519-923-2110
Toll Free: 1-888-560-6607
Fax: 519-923-9262
Web: www.southgate.ca

Municipal Complaint Form (Public Use)			
YOUR INFORMATION IS MANDATORY – Anonymous Complaints will NOT be accepted			
First Name		Last Name	
Mailing Address			
Email:		Phone:	
*if only a mailing address is provided our response times may be extended		*we only call if more information is required	
Complaint Type			
Facilities	By-law Enforcement	Property Maintenance	Access of Service
Administration Staff Conduct Processes or Procedures	Public Works Water Roads Water/Wastewater	Parks/Recreation Services Programming	Other
Occupancy Standards	Tenant Complaints	Landlord Complaints	Have you already discussed your concerns with Township staff or Landlord/Tenant Yes No
Summary of Complaint:			
Please record as much information on what happened, who or what was involved, dates and times. Be as detailed as possible. If there is not enough space to describe the complain, attach extra paper. Details:			
Supporting Documentation Attached to Complaint			

Resolution: How do you suggest the complaint be resolved?

Sign Off

Complainant's Signature	Date Complaint Submitted (mm/dd/yyyy)
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Timeline:
Township staff will contact you to acknowledge this complaint within five (5) business days after receiving this completed form. Staff will forward the complaint onto the Investigating Staff Employee, who will respond within twenty (20) days of receipt of this complaint. If this is not possible, you will be contacted and given a reason why this timeline is being adjusted.

Notice of Collection and Disclosure:
The personal information you choose to provide on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). The information you provide will be used to investigate the complaint and may be used for contact purposes but is otherwise considered confidential. Questions about the collection of personal information and its use can be directed to the Clerk's Department at 519-923-2110.

FOR TOWNSHIP USE ONLY

Date Complaint Received:	Receive Initials:	Date Resolved:	Response to complaint attached: Yes No
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Outcome:

Department Head Signature:	Date:
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Once complete, please return the Municipal Complaint Form to the Township of Southgate at 185667 Grey Road 9, Dundalk ON, N0C 1B0, or by email at info@southgate.ca