

The Corporation of the Township of North Kawartha

By-Law 2016 - 073

Being a by-law of the Corporation of The Township of North Kawartha to adopt a Corporate Customer Complaints Policy.

Whereas Section 9 of the Municipal Act, S.O. 2001, c. 25 provides that the municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And Whereas the Council of the Township of North Kawartha deems it advisable to adopt a Corporate Customer Complaints Policy to effectively process complaints and to welcome complaints as a valuable form of feedback regarding our services, operations and facilities and further that the information gained will assist with improving the quality of services provided by the Township and the experience of our residents and the general public;

Now Therefore the Council of the Corporation of the Township of North Kawartha hereby enacts as follows:

1. That Council adopts the Customer Complaints Policy as attached as Schedule "A"
2. That forms and sample letters attached as Appendices to the Customer Complaints Policy may be created and revised by the Clerk.

In the event that section or sections of this by-law thereof are found by a Court of competent jurisdiction to be invalid or ultra vires, such section, sections or parts thereof shall be deemed to be severable, with all other sections or parts of this by-law remaining in the full force and effect.

Read a first, second and third time and passed in open Council on the 19th day of July, 2016.

Richard B. Woodcock, Mayor

Connie Parent, Clerk