

Waterloo Area Ombuds Office - Complaint Submission Form

INSTRUCTIONS: Please submit the completed and signed Complaint Submission Form, including the Consent and Confidentiality Agreement, and copies of supporting documents to the Ombudsman by:

- Regular mail to the Waterloo Area Municipal Ombuds Office, 36 Dundas Street, Dundas, Ontario, L9H 1A2, or
- Fax to 1-905-627-5362 to the attention of the Ombudsman, or
- Email (if scanned) to ombuds@civcombuds.ca

*** indicates mandatory information**

Complainant Information		
*Last Name		*First Name
*Mailing Address	*City/Town	*Postal Code
Email Address	*Phone Number	
Indicate phone type (voice messages cannot be left on a shared line for privacy reasons): <input type="checkbox"/> Work <input type="checkbox"/> Home <input type="checkbox"/> Cell		Alternate Phone Number
Best method and time to contact you: <input type="checkbox"/> Phone <input type="checkbox"/> Alternate Phone # <input type="checkbox"/> Email <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon		

Complaint Details	
*Identify which organization your complaint is about. (Please check one name) <input type="checkbox"/> The City of Waterloo <input type="checkbox"/> City of Cambridge <input type="checkbox"/> Township of Wellesley <input type="checkbox"/> Township of Wilmot <input type="checkbox"/> Woolwich Township <input type="checkbox"/> Region of Waterloo	
*Which specific municipal/township/regional contacts (departments if known) have been involved with your complaint?	
*Contact Name(s)	Phone # and Extension or Email

Print this form, sign it and submit it to the Ombudsman as per the instructions at the top of this form. The completed form requires the Complainant's original signature.

***Signature**

***Date**

Personal information contained on this form is collected under the authority of the Municipal Act, 2001, subsection 223.13. The information will be used by the Ombudsman to respond to your complaint. Questions about this collection can be directed to the Waterloo Area Ombuds Office, by regular mail to 36 Dundas Street, Dundas, Ontario L9H 1A2, by fax at 1-905-627-5362 or by email to Ombuds@civcombuds.ca.

Consent and Confidentiality Agreement

You consent to Agree Incorporated making inquiries on your behalf in investigating your complaint. You agree to provide all of the information and documentation in your possession that is necessary in order for Agree Incorporated, operating as Waterloo Area Ombuds Office to investigate your complaint. Agree Incorporated may have to share information with the Municipality/Township/Region you have named in order to respond to complaints. Information you provide may also be disclosed in the final report issued by the Ombudsman. If you submit any information that you identify as confidential, the Ombudsman agrees to keep that information confidential. However, information you identify as confidential will not be shared with the Municipality/Township/Region you are complaining of and therefore cannot be taken into consideration when the Ombudsman makes a decision on the appropriate recommendation. Confidential information will not appear in the Ombudsman's final report. You agree that if you should participate in legal proceedings relating to your dispute with the Municipality, Township or Region, you will not subpoena or call as a witness any employee, agent, director, officer or contractor of Agree Incorporated. You also agree not to subpoena or seek production of any records, notes or work product of any employee, agent, director, officer or contractor of Agree Incorporated.

***Signature**

***Date**