

Your feedback is important to us. Only you can tell us if our services meet your needs and what we can do to improve.

Please note that anonymous complaints will **not** be accepted and you may withdraw your complaint at anytime.

Instructions

Step 1: Fill out this Form as completely as possible within 30 days of the date of the event for which the

complaint is being made.

Step 2: Send the signed and completed Form (including any attachments) to the Town of East Gwillimbury

Development Services – By-law Department

Email: bylaws@eastgwillimbury.ca

Mail: Town of East Gwillimbury
Attention: Manager, By-law Department
19000 Leslie Street, ON
L0G 1V0

Contact Information (* required fields)

First Name*		Last Name*	
Street Number*	Street Name*		Suite/Unit Number*
City*	Postal Code*		Province*
Telephone Number*		Email*	

Are you submitting your complaint on behalf of someone else?*

☐ Yes

☐ No

Please Indicate how you would like us to contact you regarding your complaint. (Select one)*

- ☐ Email
- ☐ Telephone
- ☐ Regular Mail

Policy Number:

Form:

Complaint Details

Please record information about what happened and what actions occurred, who was involved, dates and times. **Provide as many details as possible.**

Details:

Service Area or Location:	
Staff Person(s) Involved, if known:	
List of attachments (include any documents such as letters or other relevant documents):	
How would you like to see your complaint resolved?	
Signature	Date (yyyy-mm-dd)

While investigating your complaint, in accordance with the Municipal Act, 2001, The Town of East Gwillimbury will only disclose your personal information to staff who require the information to perform the investigation. Your personal information will not be shared with anyone else unless you provide written consent for such sharing or where the Town is compelled to do so by law. and will be used for the purpose of responding to your request. Questions about this collection and use of your personal information may be directed to the Town of East Gwillimbury's Privacy and Information Coordinator at 905-478-4283 Ext. 1414, 19000 Leslie Street, Sharon, Ontario, L0G 1V0, MFIPPA@eastgwillimbury.ca.

Policy Number:

Form: