

Document Title	Policy Number	Creation Date
Complaint Policy	LE03	January 15 <sup>th</sup> 2009
Issuing Department	Version	Last Revision Date
Legal Department	2.3	January 10 <sup>th</sup> 2023

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## 1.0 Purpose

- 1.1 To ensure the Electrical Safety Authority (“ESA”) meets its commitment to providing a high quality of service to the public in an effective, efficient, transparent and fair manner.
- 1.2 To create a comprehensive Complaint Policy that will enable the ESA’s staff to respond to all complaints in a timely, forthright and respectful manner.
- 1.3 To monitor the nature and frequency of complaints to identify potential problem areas in the ESA’s processes and regulatory obligations in order to proactively address matters of concern.
- 1.4 To ensure the ESA treats everyone involved in a complaint in a fair and respectful manner.

## 2.0 Scope

- 2.1 This Complaint Policy applies to all complaints received by the ESA except for those listed in 2.2.
- 2.2 This policy does not apply to complaints about matters addressed under separate policies, including, but not limited to, subject matter under the appeals process and complaints falling under the *Access & Privacy Code*; the *Code of Conduct*; and the *Harassment, Discrimination and Violence in the Workplace Policy*.

## 3.0 Objective

- 3.1 To demonstrate a commitment to resolving complaints.
- 3.2 To provide a framework for comprehensively addressing complaints.
- 3.3 To continuously improve the process for handling complaints by using complaints received to understand stakeholder issues.

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## 4.0 Policy Content

### 4.1 Principles

- 4.1.1 The ESA's management will respond to all complaints in a timely, forthright, transparent and respectful manner.
- 4.1.2 The process for making a complaint will be made accessible to the public.
- 4.1.3 Information protected from release under privacy legislation, the *Access & Privacy Code*, or by law, will remain private.
- 4.1.4 The nature and frequency of complaints will be monitored to identify potential areas that would benefit from improvement in the ESA's processes and regulatory obligations.

### 4.2 Responsibilities

- 4.2.1 Overall responsibility for the development and proper implementation of the Complaint Policy and related procedures resides with the Chief Ethics Officer.
- 4.2.2 Execution is primarily the responsibility of the Supervisors, Managers, Directors, General Managers and Provincial Office Managers.
- 4.2.3 All staff are required to have a working knowledge of the Complaint Policy and cooperate with the processing of complaints through compliance with the required tasks, timeframes, and processes defined by the corresponding procedure.

## 5.0 Legislative Authority

1. *Electricity Act, 1998*, S.O. 1998, c.15, Sched. A
2. Ontario Electrical Safety Code (Ontario Regulation 164/99)
3. Licensing of Electrical Contractors and Master Electricians (Ontario Regulation 570/05)
4. Electrical Distribution Safety (Ontario Regulation 22/04)
5. Product Safety (Ontario Regulation 438/07)
6. *Safety and Consumer Statutes Administration Act, 1996*, S.O. 1996, Chapter 19
7. Ontario Regulation 187/09

## 6.0 Evaluation, Monitoring and Review

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- 6.1 The Chief Ethics Officer will be advised of all substantive complaints on an ongoing basis.
- 6.2 The ESA's business plan shall set out the means by which complaints related to the ESA are responded to and resolved.
- 6.3 The ESA's Annual Report shall account for how complaints were responded to and resolved.

## **7.0 Associated Policies and Procedures**

1. Procedures for Handling Complaints Arising Under the Complaint Policy
2. Access & Privacy Code
3. Integrated Accessibility Standards Policy
4. Rules of Procedures For Reviews and Appeals
5. Code of Conduct
6. Harassment, Discrimination and Violence in the Workplace Policy and associated Procedures

## **8.0 Associated References**

The Administrative Agreement