

Document Title	Policy Number	Creation Date
Complaint Policy	LE03	January 15 th 2009
Issuing Department	Version	Last Revision Date
Legal Department	2.4	January 7 th 2025

Complaint Policy

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 Regional Office Supervisors.
- 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

- *Electricity Act, 1998*, S.O. 1998, c.15, Sched. A
- Ontario Electrical Safety Code (Ontario Regulation 164/99)
- Licensing of Electrical Contractors and Master Electricians (Ontario Regulation 570/05)
- Electrical Distribution Safety (Ontario Regulation 22/04)
- Product Safety (Ontario Regulation 438/07)
- Administrative Penalties (Ontario Regulation 12/23)
- *Safety and Consumer Statutes Administration Act, 1996*, S.O. 1996, Chapter 19
- Ontario Regulation 187/09

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6.0 Evaluation, Monitoring and Review

- 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

- Handling Complaints Arising Under the Complaint Policy Procedure – **LE03.LEG.PR.01**
- Access & Privacy Code – **LE01**
- Integrated Accessibility Standards (AODA) Policy – **LE05**
- ESA Rules and Procedures for Reviews and Appeals – **RE03.RAA.PR.01**
- Code of Conduct – **PC02**
- Harassment, Discrimination and Violence in the Workplace Policy – **PC03**
- Procedure for Handling Harassment and Discrimination Complaints – **PC03.P&C.PR.01**
- Procedure for Handling Matter Related to Workplace Violence - **PC03.P&C.PR.02**
- Zero Tolerance Statement Procedure - **PC03.P&C.PR.04**

8.0 Associated References

- MPBSDP/ESA Administrative Agreement 2022 – **RE01**