



CAO/Clerk's Department, City of Pembroke,  
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Email: [pembroke@pembroke.ca](mailto:pembroke@pembroke.ca)  
Or Online at [www.pembroke.ca/feedback](http://www.pembroke.ca/feedback)

**For Office Use Only**

Complaint # \_\_\_\_\_

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

Forwarded to: \_\_\_\_\_

Date: \_\_\_\_\_

Acknowledgement Letter Sent Date: \_\_\_\_\_ Staff Name: \_\_\_\_\_

Complaint forwarded to (staff name): \_\_\_\_\_ Date forwarded: \_\_\_\_\_

Decision on compliant (Action taken):

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Final Response Letter Sent Date: \_\_\_\_\_ Staff Name: \_\_\_\_\_

**Copies Filed with CAO/Clerk**

- Initial Complaint
- Acknowledgment letter
- Additional Correspondence
- Final Decision Letter

**NOTE:** Personal Information on this form is being collected under the authority of the *Freedom of Information and Protection to Privacy Act* R.S.O. c.F. 31, s. 39 (2) for the purposes of improving customer service. Questions about collection of personal information may be directed by mail to the address above.