



# City of Pembroke Complaint Form

The Corporation of the City of Pembroke is committed to continuous organizational improvement in an environment where all complaints are dealt with fairly in a respectful, transparent fashion. Complaints must be made in writing within seven (7) calendar days after the alleged event.

**Please provide us with your contact information.**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address Number & Street Name: \_\_\_\_\_

P.O. Box Number: \_\_\_\_\_ City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**What is your complaint?** Please include relevant date(s), location, and background information, including municipal employees you have contacted regarding this matter. Additional space is available on the back of this form. Additional information, such as relevant photographs, can be attached to this form.

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**How could the situation be improved?**

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*Thank-you for taking the time to explain your concern. We will provide a response to our concern within thirty (30) calendar days of receiving your complaint. If you have any questions about the process, please contact the CAO/Clerk at 613-735-6821.*

**Additional Information:**

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**Please return your completed form:**

CAO/Clerk's Department, City of Pembroke,  
1 Pembroke Street East, Pembroke, ON, K8A 3J5  
Telephone: 613-735-6821  
Fax: 613-735-3660  
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 complaint (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.