# BE FAIR: RESPONDING EFFECTIVELY TO COMPLAINTS

**2019 UBCM CONVENTION** 

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#### ROLE OF THE OMBUDSPERSON

#### Vision

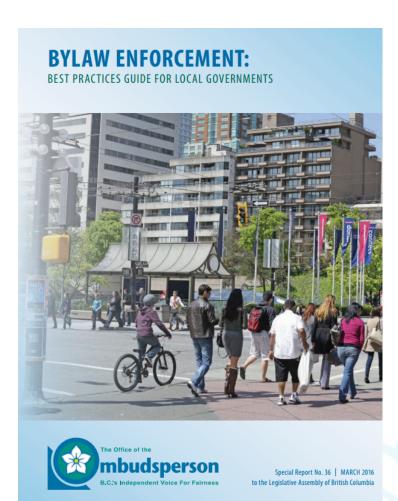
B.C.'s independent voice for fairness

#### Mandate

- Independent and impartial oversight
- Ensure fair treatment in public service
- Support public authorities

# **ROLE OF THE OMBUDSPERSON**





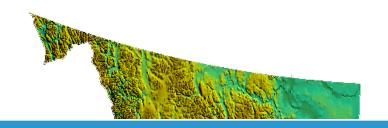
# **DIVERSITY OF LOCAL GOVERNMENTS**







## LOCAL GOVERNMENT COMPLAINT ISSUES



Bylaw Enforcement

Development/Zoning/OCP

Fees and Charges



#### **ADMINISTRATIVE FAIRNESS IS...**

# The standard of conduct that people can expect from public authorities in a democratic society

Consistent and transparent decision making

Fair and respectful treatment of all people

Properly authorized policies and practices, supportive of program goals

Providing understandable reasons for decisions

Even-handed and reasonable application of rules

People impacted by decisions have an opportunity to be heard

Following regulations, policies and procedures

### **ADMINISTRATIVE FAIRNESS IS...**

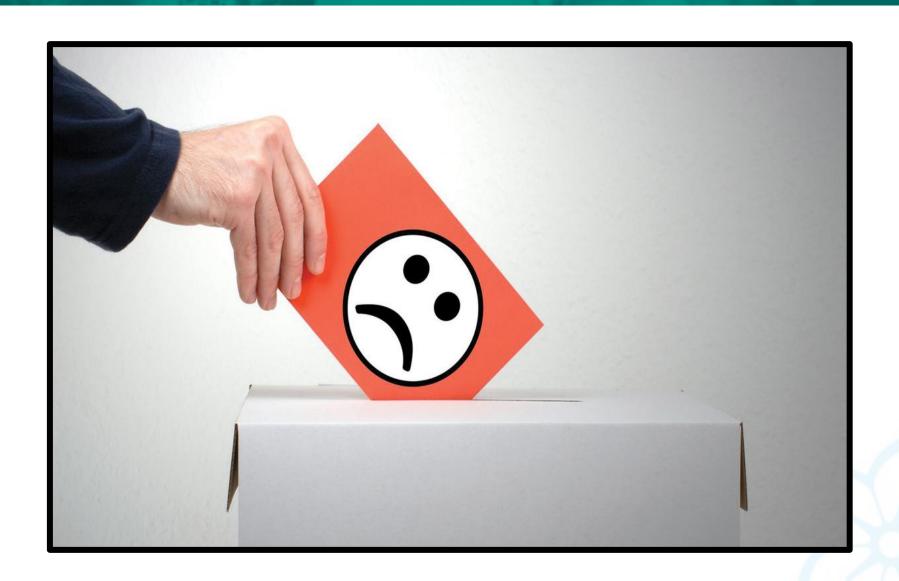
Following a fair decision making process

Making a fair decision

Treating people fairly



# RESPONDING EFFECTIVELY TO COMPLAINTS



#### **ESSENTIALS OF A COMPLAINT SYSTEM**

Fair

Accessible

Responsive

# **Procedural Fairness**

An unbiased decision maker

The right to be heard

## ACCESSIBLE

Simple to use

Explained in plain language

Widely available

Variety of contact options

#### **RESPONSIVE**

Complaints treated seriously, but positively

Reasonable timeframes

Flexibility in the process

# **CASE SUMMARY**



# **UNREASONABLE CONDUCT**

Behaviour



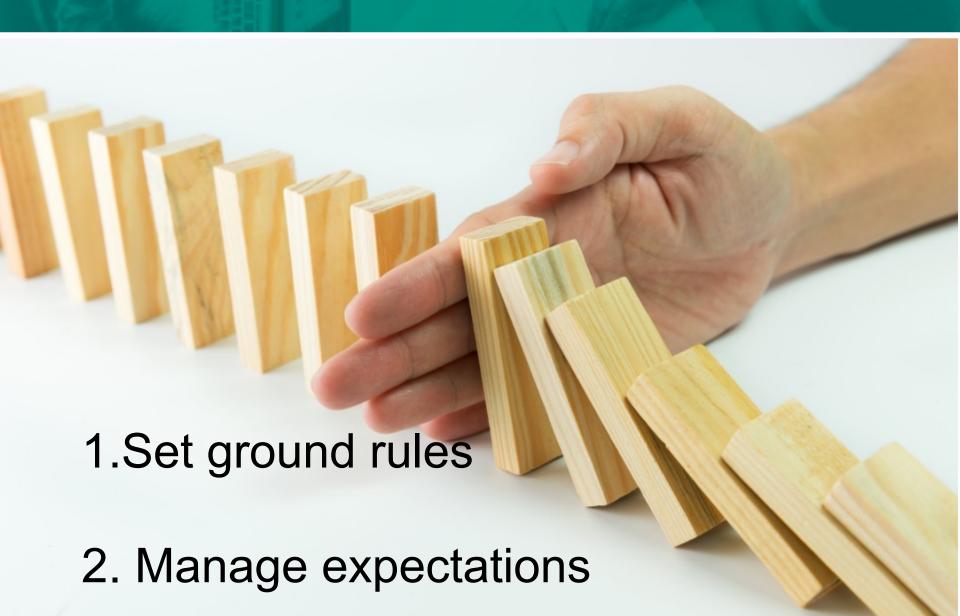
Health

Safety

Resource

**Equity Issues** 

# PREVENTING UNREASONABLE CONDUCT



# RESPONDING TO UNREASONABLE CONDUCT

#### **DESC**

**DESCRIBE EXPRESS SPECIFY CONSEQUENCES** positive (+) and negative (-)

#### **DESC EXAMPLE**

**DESCRIBE**: I notice that I received 20 emails from you this week that did not contain any new information.

**EXPRESS**: I have difficulty finding time to work on resolving your concerns when you email me large volumes of information that is not new or relevant to the issues you raised. Each time this happens, I have to take time to print it, read it and file it.

**SPECIFY**: I would appreciate if you could limit your emails and only send me any new and directly relevant information.

#### **CONSEQUENCES:**

(+) If you can limit your emails and only send me any new and directly relevant information, I will be able to resolve your matter much sooner. (-) If I continue to receive large volumes of emails that are not directly related to your complaint, it may take longer for me to respond to you.

#### **OPEN DISCUSSION**

- What are the most common kinds of complaints you receive?
- What are some of the challenges you face in responding to these complaints?
- What are some of the essential skills required for staff to resolve complaints?
- How can local government leaders support staff in responding to complaints?

# THANK YOU FOR JOINING US!

### **CONTACT US:**

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