

ADR Chambers Ombuds Office

For the Municipality of Clarington

**Do you have a Complaint
Regarding a Municipal Service,
Program, or Decision?**

**Are you Unhappy with the
Response you have Received?**

What Is The Role Of An Ombudsman?

- We help the municipality better serve the public by reviewing and investigating people's complaints about the City and its services
- We investigate, we mediate, we find solutions, and recommend improvements whenever possible
- We are independent, impartial, and our services are free

How Do I Submit A Complaint?

- 1) First, bring your complaint to the appropriate municipal department for review. If you are not satisfied with their response, you may escalate your complaint to our office.
- 2) Fill out a complaint submission form, which can be found on our website.

What Type of Complaints Can ADR Chambers Investigate?

- Municipal Services (Snow Removal, Garbage Collection)
- Housing & Recreation Programs
- By-law Related Complaints
- Administration of Taxes
- Road and Traffic Related Concerns

ADR Chambers Ombuds Cannot Investigate Complaints Related to:

- Police Services
- Hospitals
- Universities and School Boards

Contact Us

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