THE DISTRICT OF Sooke

2205 Otter Point Road, Sooke, British Columbia, Canada V9Z 1J2
(250) 642-1634 | info@sooke.ca | www.sooke.ca

PUBLIC COMPLAINT FORM

Use this form when a concern about a District program or service was not resolved at the point of service. Please provide enough detail for the District to understand and investigate your complaint.
This form is not for: initial bylaw complaints; requests for service or information; general feedback or suggestions; non-District services; Council decisions; employee matters; or matters handled by legislation, tribunals, courts, or quasi-judicial boards.

1. Complainant Information

Full name	
Mailing address	
Email	
Phone	

☐ I wish to remain anonymous. I understand that an anonymous complaint may be investigated only to the extent possible based on the information provided.

2. Point-of-Service Resolution

Before submitting this form, did you try to resolve the concern with the District employee involved or their immediate supervisor, where appropriate? ☐ Yes ☐ No ☐ Not applicable

Person/department contacted	
Date(s) contacted	
Outcome or response received	

3. Complaint Details

District program/service/facility	
Employee(s), if applicable	
Date(s) and location	

Describe what happened, including the relevant facts and sequence of events:

3. Complaint Details (continued)

Why are you dissatisfied with the service, program, process, facility, or staff interaction?

4. Requested Resolution

What outcome or resolution are you seeking?

5. Supporting Information

List any documents, photographs, correspondence, names of witnesses, or other information attached to this complaint:

6. Declaration and Submission

I confirm that the information provided is true and complete to the best of my knowledge. I understand that personal information will be handled in accordance with applicable privacy legislation and that, in some circumstances, the investigation may indirectly identify me.

SIGNATURE		**DATE**	

Submit to: Office of the CAO, District of Sooke, 2205 Otter Point Road, Sooke, BC V9Z 1J2 | info@sooke.ca

The District will acknowledge receipt and provide a tracking number within three business days. A written decision is generally provided within 30 calendar days; complex complaints may require additional time. The District's decision is final. A complainant who remains dissatisfied may contact the Office of the Ombudsperson.

For District Use Only

Date received		**Tracking no.**	
Assigned to		**Acknowledged**	

Freedom of Information and Protection of Privacy Act Notice: Personal information on this form is collected under section 26(c) of the Freedom of Information and Protection of Privacy Act and will be used to administer and investigate the complaint. Questions about the collection and use of this information may be directed to Corporate Services at 250-642-1634, District of Sooke, 2205 Otter Point Road, Sooke, BC V9Z 1J2.