

THOROLD BUSINESS IMPROVEMENT AREA ASSOCIATION
POLICY AND PROCEDURE MANUAL

GOVERNANCE		
APPENDIX "A" TO POLICY NO: 100-07 REVISED: Nov. 28, 2017	COMPLAINT FORM	PAGE 1 OF 2

COMPLAINT FORM

CONTACT INFORMATION

Name	
Address	
Telephone	
Email	

CODE OF CONDUCT AND TERMS OF REFERENCE

The Code of Conduct and Terms of reference are available on the BIA's website. You may also request a copy by phone, e-mail or in person. Please state which section(s) of the Code of Conduct or Terms of Reference you believe have been breached:

COMPLAINT

Please provide a summary of your complaint. Include date, time and location of conduct, supporting documentation, details and names of all persons involved, and names of any witnesses. Attach extra pages if necessary.

Please mail, e-mail, or otherwise deliver this request to the BIA Secretary:

Email TBIAsecretary@gmail.com

Post City of Thorold - "ATTENTION: THOROLD BIA SECRETARY"
3540 Schmon Parkway
Thorold, On L2V 4Y6

SUPPORTING DOCUMENTATION

It is recommended that you provide supporting documentation that will help verify your complaint. Please attach any supporting documentation either in your e-mail (as an attachment), or attach physical copies in mailed forms.

Note: You may print this form and mail it to the above address.

USE OF YOUR INFORMATION / WHAT HAPPENS NEXT

The Secretary (or Integrity Commissioner if called in) will use the contact information you have provided to communicate with you about this complaint.

If the complaint falls under the Code of Conduct or Terms of Reference, a copy will be provided to the Member(s) you named. Your name but not your contact information will be included.

If the Secretary or Commissioner conducts an investigation, you, the Member(s) and other persons may be asked for more information.

At the end of an investigation, the Secretary or Commissioner will report to Council about whether the Member(s) contravened the Code of Conduct or Terms of Reference. The Secretary or Commissioner may disclose in the report such matters as in the Secretary or Commissioner's opinion are necessary for the purposes of the report. Reports to Council become public documents.