



Please describe the desired resolution in as much detail as possible. You may include additional pages and documents with this form as necessary.

We will contact you regarding your complaint as quickly as possible – please allow three (3) business days to acknowledge receipt of your complaint and its assigned file number.

### Complaint Escalation

Should you be unsatisfied with the outcome of your formal complaint to the Township, you may escalate your complaint to the Ontario Ombudsman. The Ontario Ombudsman is an objective office of last resort for members of the public to bring forward unresolved complaints when all other processes have been exhausted. The Ontario Ombudsman will investigate any decision or recommendation made or any act done or omitted in the course of the administration of the municipality. You may contact the Ontario Ombudsman to file your complaint by telephone or e-mail at:

Ontario Ombudsman  
1-800-263-1830  
[info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)

*Personal information (PI) is collected on this form under the authority of the Municipal Act, s. 11. The purpose of this collection is to administer the formal complaint process. The personal information provided on this form is protected in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) Part II. Should you have any questions or concerns regarding the collection of personal information (PI), please contact the Freedom of Information and Privacy Coordinator of the Township of King.*