

<b>Formal Public Complaints and Requests for Clarifications Policy</b>			
<b>Policy Number:</b>	RPRA-Board-GRSAC-008		
<b>Review Frequency:</b>	Every Two Years	<b>Date Last Reviewed:</b>	September 18, 2024
<b>Responsible Executive:</b>	Chief of Programs and Public Affairs	<b>Date Last Revised:</b>	September 18, 2024

### **Purpose:**

This policy outlines how RPRA registrants and stakeholders can make formal complaints or make formal requests for information about RPRA's work.

The requests for clarification part of this policy does not apply to compliance orders or other compliance or enforcement decisions which may be appealed to the Ontario Land Tribunal. Such requests must be made in accordance with the procedures provided for in the *Resource Recovery and Circular Economy Act, 2016* (RRCEA) and the *Waste Diversion Transition Act, 2016* (WDTA). This policy also does not apply to matters that RPRA has formally consulted on.

Complaints related to the [Access and Privacy Code](#) will be addressed as described in that code

### **Application:**

This policy applies to registrants and other stakeholders and members of the public

### **Policy:**

#### **Background**

RPRA is mandated by the Government of Ontario to advance a circular economy and a waste-free Ontario as outlined in the RRCEA and WDTA, including enforcing the RRCEA and WDTA and their associated regulations.

In pursuit of this mandate, RPRA is committed to delivering excellent service, including the highest levels of professional standards and courtesy in delivering its regulatory mandate. This includes having an accessible, fair, transparent, and straightforward process in place for making complaints to RPRA about its service and staff.

For the purposes of this policy, a complaint is defined as an expression of dissatisfaction about staff conduct or the standard of service provided by or on behalf of RPRA.

RPRA is also committed to providing public explanations for its decisions and seeks to ensure its communications are accessible to all registrants and stakeholders. RPRA endeavours to ensure its communications, including publications, policies, compliance bulletins and other guidance documents, are written in clear, simple, and plain language. To better understand RPRA's decision making, a registrant or stakeholder may submit a formal request for

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clarification about these communications or its decisions. RPRA is committed to responding within a reasonable time.

For the purposes of this policy, a formal request for clarification is defined as a request for a written explanation to a question about RPRA decisions and activities related to its objectives that is not a compliance order or other compliance or enforcement decision which may be appealed to the Ontario Land Tribunal or a matter that RPRA has formally consulted on.

### Submitting a Formal Complaint

You should first consider raising your complaint informally with the employee who you have a complaint about, or with the employee's supervisor or manager.

If you wish to make a formal complaint about RPRA's service delivery or staff conduct, you can submit your complaint by email to [complaintsorclarifications@rpra.ca](mailto:complaintsorclarifications@rpra.ca).

Your formal complaint should include the following:

- Your name and contact details
- Details and reasons for the complaint (who, what, when, where, etc.)
- The outcome you're seeking

Your complaint will be subject to RPRA's Access and Privacy Code and treated confidentially.

### Submitting a Formal Request for Clarification

You should first consider raising your request for clarification informally with the employee who is responsible for the matter you wish to better understand, or with the employee's supervisor or manager.

If you wish to make a formal request for clarification about a communication, activity, or decision made by RPRA you can submit your request by email to:

[complaintsorclarifications@rpra.ca](mailto:complaintsorclarifications@rpra.ca).

Your request for clarification should include the following information:

- Your name and contact details
- Details about the matter, decision, activity, or communication you are seeking clarification about

To increase transparency, a summary of the formal request for clarification, the affiliation of the requestor (if provided by the requestor), and RPRA's response will be made public on RPRA's website. No personal or commercially sensitive information will be disclosed. Information provided to RPRA as part of a formal request for clarification will be subject to RPRA's Access and Privacy Code and treated confidentially.

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If a formal request for clarification addresses the same subject matter RPRA has previously addressed, you may be directed to the previous response provided by RPRA.

### **Process for Handling Formal Complaints and Formal Requests for Clarifications**

RPRA staff will review all formal complaints and formal requests for clarifications as follows:

- Receipt of formal complaints and formal requests for clarifications will be acknowledged within three business days.
- Formal complaints and formal requests for clarifications will be reviewed by senior staff responsible for the service area that is the subject of the formal complaint or formal request for clarification, or, if a complaint is about a specific individual, by the supervisor of the person who is the subject of the complaint.
- If a formal complaint is about a member of the executive management team (including executive officers), the complaint will be referred to the CEO. A complaint about the CEO will be referred to the Human Resources Committee of RPRA's board of directors. A complaint about an RPRA board member will be referred to the Chair of RPRA's board of directors.
- All formal complaints and formal requests for clarifications received under this policy will be brought to the attention of the CEO and/or Registrar and any senior staff with responsibilities related to the complaint or request for clarification. Formal complaints will be escalated to the Human Resources Committee of RPRA's board of directors as appropriate. The employee(s) responsible for the matter being complained about will also be notified of the complaint.
- RPRA will respond to formal complaints or formal requests for clarifications within 30 days. If a formal complaint or formal request for clarification cannot be responded to within 30 days, RPRA will provide clear reasons in writing to the complainant or requestor why the complaint or request for clarification cannot be responded to and provide a timeline for when a response will be provided. RPRA will provide this prior to the end of the 30-day period.
- RPRA may seek additional information, including from the complainant or requestor.
- If the requestor or complainant does not respond to requests for additional information within 15 days, RPRA will provide notification that the complaint or request has been deemed incomplete and withdrawn.
- A summary of formal requests for clarification, the requestor's affiliation (if provided by the requestor), and RPRA's response will be posted to RPRA's website within 30 days of the response being provided to the requestor.