



Complaints Resolution Process

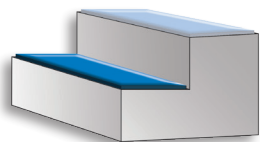
What is the Complaints Resolution Process?

The Port Hope Area Initiative (PHAI) Complaints Resolution Process (CRP) is a two-tiered process to help resolve public complaints arising from the Port Hope and Port Granby projects. The process is designed to address complaints arising from tangible, physical problems caused directly by project activities.

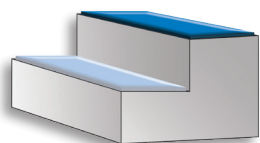
The CRP focuses on prevention by anticipating and proactively addressing concerns before they escalate into complaints. However, in spite of these efforts, complaints may arise and will need to be addressed.

Why are there two tiers?

The two-tiered process permits straightforward complaints (Tier 1) to be handled quickly while giving more time and consideration to complex complaints (Tier 2).



Tier 1 complaints are managed by the Communications team and involve situations where both parties agree on the problem and the way to resolve it.



Tier 2 complaints are managed by the Public Programs Team and are more complex and often require a variety of approaches to arrive at a resolution.

How are the tiers used to resolve complaints?

Tier 1:

The Property Owner advises their Field Liaison Officer of their concern to arrive at a quick resolution.



Tier 2:

A Tier 2 investigation occurs when both parties agree that more time is required to better understand the causes, impacts and responsibilities involved in addressing the complaint. Tier 2 may include reviewing data, such as environmental monitoring results, consulting with technical experts or involving an independent mediator to help facilitate a resolution. Tier 2 may also be used when the costs to resolve the complaint are significant.

How do I use the CRP?

It's best to notify the office about a complaint as soon as possible so the source of the problem can be easily identified and understood. Tier 2 complaints about in-progress or completed work must be filed within 30 business days of the concern becoming apparent.

Contact the PHAI or your Field Liaison Officer to express your concern or complaints. You may do this in person, by phone, email or by using the [online form](#) available, and remit it to your Field Liaison Officer or directly to the Public Programs Team via email to: phaicrp@cni.ca.

