

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 involve situations where both parties agree on the problem and the way to resolve it.



Tier 2 complaints 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 complainant and a PHAI complaints resolution staff member sit down and discuss possible ways to address the complaint to arrive at a quick resolution. Examples of ways to resolve a complaint might involve adjusting the timing of work activities



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near a residence or finding a more effective way to reduce noise impacts.

Tier 2: The complainant and a PHAI complaints resolution staff member discuss the problem; however, 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 more easily identified and understood. Contact the PHAI to express your concern or complaint. You may do this in person, by phone, email or by using the on-line form available on the PHAI website under the tab, “Complaints Resolution” where the complete Complaints Resolution Process document is found. The form and document are also available in print form at the PHAI Project Information Exchange at 25 Henderson Street in Port Hope.