



Township of North Kawartha
280 Burleigh Street, PO Box 550, Apsley, ON K0L 1A0
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Report to Council

To: Mayor and Council Members
From: Kelly Picken, Deputy Clerk
Date: October 2, 2024
Subject: Customer Conduct Policy

Recommendation:

That Council pass a by-law to adopt the Customer Conduct Policy.

Background:

The draft Customer Services Standards and Customer Conduct Policy was presented to Council on June 18, 2024, and the following motion was made:

24 – 200

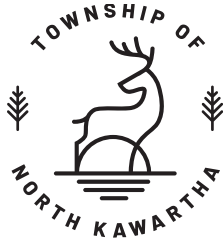
That Council receive the draft Customer Services Standards and Customer Conduct Policy and provide approval in principle; and further that a final version be brought back for approval at a future meeting of Council. Carried.

This Customer Conduct Policy is to guide Employees to identify situations that meet the criteria of Frivolous, Vexatious or Unreasonable, and the associated actions that may be taken in such circumstances. Actions taken pursuant to this policy will ensure that municipal resources are used effectively and efficiently, while maintaining a high level of service excellence and responsiveness to all members of the public.

To focus on the individual policies the Customer Services Standards and Customer Conduct Policy have been separated. It is our intent to return with the Customer Services Standard policy at the completion of the Organizational Review.

Analysis:

This policy applies to unreasonable customer behaviour and unreasonably persistent customers and assists employees with managing this behaviour. Deciding whether a request is unreasonable, vexatious or frivolous is a flexible balancing exercise, considering all the circumstances of the case. There is no rigid test or criteria in



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deciding whether a request is vexatious or frivolous. The key question is whether the request is likely to cause distress, disruption or irritation, without proper or justified cause.

Financial Implications:

n/a

Strategic and/or Other Plans:

The North Kawartha Strategic Plan 2023-2026

Governance:

3. Provide effective, clear and transparent Township communication

Environment:

2. Protect the human environment.

Consultant(s) Sourced:

None

Attachment:

Customer Conduct Policy