



Motion

Re: Service Requests

“To improve the efficiency and time to respond to public service requests, it is recommended that:

- 1. Chatham-Kent residents submit all service requests to (519)360-1998 or ckinfo@chatham-kent.ca to properly log and track, respond and prioritize the concern in the Active Citizen Requests.**
- 2. Public concerns identified in the “Council Contact Form”, Council will advise the member of the public to utilize the service request process as a first step (telephone 519-360-1998 or email ckinfo@chatham-kent.ca).**
- 3. That staff develop an escalation process whereby outstanding IES service requests are discussed in Council meetings for priority changes, public awareness and voting.”**

Signed: Councillor Marjorie Crew

Notice Given On: January 13, 2020