

ONTARIO OMBUDSMAN

As of **January 1, 2016** the Ontario Ombudsman is able to receive general complaints about municipalities.

The Ombudsman is an arms-length, independent office of 'last resort,' after you have already gone through the process outlined in the Town's Customer Complaint Policy.

COMPLAINTS CONSIDERED BY THE OMBUDSMAN CAN BE SUBMITTED IN SEVERAL WAYS:

Complaints can be submitted using an online complaint form.

By telephone (toll-free):
1-800-263-1830

By email:
info@ombudsman.on.ca

For more information see the website of the Ombudsman at www.ombudsman.on.ca

OTHER COMPLAINTS

Direct complaints about the Newmarket Public Library to:

Todd Kyle, Chief Executive Officer
Newmarket Public Library
438 Park Avenue
Newmarket, ON L3Y 1W1
Telephone Number: 905-953-5110
Email: tkyle@newmarketpl.ca

Direct complaints about Newmarket-Tay Hydro Distribution, Limited to:

590 Steven Court
Newmarket, ON L3Y 6Z2
Telephone Number: 905-895-2309
Email: nmhydro@nmhydro.ca

For further information, contact:

Lisa Lyons, Director of Legislative Services/Town Clerk
Town of Newmarket
395 Mulock Drive, P.O. Box 328, STN Main
Newmarket, ON L3Y 4X7
Telephone Number: 905-953-5300, ext. 2211
Email: llyons@newmarket.ca

QUESTIONS OR COMMENTS TO SHARE?

Contact the Town of Newmarket at 905-895-5193,
email us at info@newmarket.ca or visit the
Town's website at newmarket.ca

