

Municipal Election Complaints	City Clerk – Election Office
	Procedure No.: EO 26-005

1. Purpose

1.1 This procedure is to ensure that election-related complaints are received and addressed in a timely manner, by the appropriate party.

2. Application

2.1 This procedure applies to:

- The City Clerk;
- Designated election officials;
- Complainants during a municipal election or by-election.

3. Legislative Authority

3.1 The powers of the City Clerk, include the power to provide for any matter or procedure that is not otherwise provided for in an Act or regulation and that, in the City Clerk’s opinion, is necessary or desirable for conducting the election (MEA s.12(1)).

4. Procedure

General

4.1 Election-related complaints can be made through the following methods:

Phone: (519) 513-6415

Email: election@cambridge.ca

In-person: 50 Dickson Street, Cambridge

4.2 The Election Team will acknowledge, and review complaints related to the services and processes within its jurisdiction and provide notification of receipt to the complainant within 4 business days.

4.2.1 NOTE: In extraordinary circumstances (e.g., on or around the date of the municipal election, during labour disruption, etc.), the City Clerk’s Office may not be in a position to guarantee these standards can be satisfied.

- 4.3 Complaints regarding services and processes within the jurisdiction of election services will be direct to the City Clerk or the appropriate unit.
- 4.4 To ensure the integrity of the process and timely administration, complainants will not receive a report on the resolution of their complaint.
- 4.5 Where a complaint relates to services and/or processes that are outside the City Clerk's jurisdiction, the complainant will be provided with information on the appropriate process to make the complaint.

5. Legislation

Municipal Elections Act, 1996, S.O. 1996, CHAPTER 32

6. Related Policies/Procedures

No related procedures.

7. Revision History

Action	Date
Procedure Approved	May 2026