

CityWorks Frequently Asked Questions

Q: I would like to report a problem, concern or compliment, how do I do that?

A: Residents can report problems, concerns or compliments by visiting the municipal website at www.leamington.ca and submitting a CityWorks issue/concern online. Alternatively, you may call the Municipal Office during business hours at 519-326-5761 and speak to a Customer Service Representative.

Q. What information is required in order to submit a problem, concern or compliment?

A. Residents will be required to provide their first and last name, address, and telephone number, as well as the address and information of the concern/issue. Please note that the Municipality will not disclose your personal data or information that was provided by you to a third party.

Q: What happens after I report a problem or concern?

A: When a problem or concern is submitted online or by contacting a Customer Service Representative, the issue is entered into CityWorks and assigned a request ID number. The request is forwarded to the appropriate department to address the issue/concern. After the department reviews the issue/concern, a response is then logged into the CityWorks program for future reference.

Q: What if I have an update or more information to report?

A: The Municipality asks that one form to be filled for each concern/problem. If you have an update to an existing CityWorks request ID, please contact a Customer Service Representative to add comments and log the update. You will be asked to provide the request ID number you were given, if available.

Q: How do I find out the status of my CityWorks request?

A: Each CityWorks request is assigned a request ID number. You will need this ID number to follow up on the status of a request. If you would like to know what the status is you can contact a Customer Service Representative at the Municipal office during business hours.