



Compliance Process for Late Locates

If you feel your locates are unreasonably late (past the Work to Begin Date, as stated on the ticket);

- Check 360 feedback, It will show the last status of your locate
- If there is no information in 360, Call the member or locate service provider that has not responded directly. Their contact information is listed in 360 or you can ask for assistance from an Ontario One Call Agent.
- Should the response you receive from the Member be unsatisfactory, contact the Compliance Department of Ontario One Call.
- Advise Compliance of the locate ticket number and the response you received. Many times communication from Compliance to the Member can resolve the issue right away.
- If a complaint is warranted, the Compliance Department will respond to you with a complaint number and will contact the Member responsible.

How to Register a Complaint

Ontario One Call Investigations and Compliance Department:

Phone: 844-257-9490 ext. 8201

Email: compliance@on1call.com

Online: <https://www.on1call.com/contact-us/non-compliance-complaints/>

Investigators - Robert Matthews, Sarah McKeever