



**THE CORPORATION OF THE TOWN OF LASALLE
POLICY MANUAL**

POLICY MANUAL SECTION: [Section will be assigned by Council Services]	POLICY NUMBER: [Policy number will be assigned by Council Services]
POLICY NAME: Public Complaints Respecting Administration of the Administrative Penalty System (AMPS)	AUTHORITY: Ontario Regulation 333/07 made under the Municipal Act
DATE APPROVED: [Council Meeting Date]	DEPARTMENT RESPONSIBLE: Council Services
REVISION DATES: [Any dates of previous revisions]	REVIEW DATE: [Review date to be set by Council Services]
STATUS: [Assigned by Council Services]	

PURPOSE:

Ontario Regulation 333/07 under the Municipal Act requires a municipality to establish a policy to address public complaints regarding the Administration of the AMPS program.

This policy will provide a process to address public complaints regarding the AMPS program and will ensure the AMPS program remains an open, accessible, responsive, accountable, transparent, efficient and effective system.

POLICY STATEMENT:

The Town of LaSalle is committed to ensuring any public complaint regarding the administration of the AMPS program is addressed in a timely and responsible manner and ensures continued accountability and transparency in the operations of the municipality.



SCOPE:

This policy applies to public complaints regarding all aspects of the AMPS program, including administrative action and functions of Members of Council, Town employees, Screening and Hearing Officers and other individuals responsible for the administration of the AMPS program. All individuals responsible for administering the AMPS program shall be responsible for the adherence to this policy.

The Director of Council Services/Clerk or designate shall be responsible for addressing all public complaints regarding the administration of the AMPS program.

Screening and Hearing Officers are not authorized to consider questions relating to the administration of the AMPS program, and such complaints will not be processed.

The Town's Municipal Complaint Policy, G-GEN-006, shall be used as the basis of addressing any public complaint filed under this policy in regard to the administrative actions of a Town employee, Screening or Hearing Officer, or other individuals responsible for the administration of the AMPS program.

This policy is not intended to reverse or alter any decision of the Screening or Hearing Officer.

POLICY:

A public complaint shall be processed using the following framework:

- Any public complaint shall be made through the Municipal Complaints and Compliments submission portal found on the Town's website, or in writing to the Director of Council Services/Clerk or designate within 30 calendar days of the date of the event for which the complaint is being made;
- All public complaints shall include the name and full contact information of the complainant;
- Anonymous complaints shall not be accepted;
- Any complaint regarding a member of Council with respect to the AMPS program shall be processed in accordance with Policy G-GEN-003, Code of Conduct for members of Council and Local Boards;
- All complaints shall be treated as confidential respecting personal information and privacy in accordance with the Municipal Freedom of Information and Protection of Privacy Act;
- The Director of Council Services/Clerk or designate shall not address any complaint deemed to be frivolous, vexatious, trivial or made in bad faith;
- A complainant may withdraw his/her complaint at any time;
- Any resolution of a public complaint will be addressed in writing to the complainant;



- A public complaint addressed through a review of the Hearing or Screening Officer cannot be used to change or void their decision, including any Administrative Penalties or Fees, due or paid.

RESPONSIBILITIES:

The Director of Council Services/Clerk is responsible for this policy.

POLICY REVIEW

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

REFERENCES AND RELATED DOCUMENTS:

Municipal Act, 2001

Ontario Regulation 333/07 (Administrative Penalties)

Town of LaSalle By-Law 8289 (Establishing a system of administrative penalties)

Town of LaSalle By-Law 8290 (Appointing screening & hearing Officers)

Policy G-GEN-003 – Code of Conduct for members of Council and Local Boards

Policy G-GEN-006 – Municipal Complaints

ATTACHMENTS:

Not applicable.