

Administrative Policy Name	Administrative Monetary Penalty System – Public Complaints	Administrative Policy Number	P-COR-015
Effective Date	July 14, 2025	Revision Date	
Approved By	Council		
Related Administrative Procedure or Policy	Monetary Penalty System-Conflict of interest Monetary Penalty System – Financial Management and Reporting Monetary Penalty System – Prevention of Political Interference Monetary Penalty System – Extension of Time to Pay Monetary Penalty System – Extension of Time to Request a Review Monetary Penalty System – Undue Hardship		

1. Intent

- 1.1 The Township has implemented an Administrative Monetary Penalty System (**AMPS**).
- 1.2 The purpose of this Policy is to ensure that the **AMPS** Program is open, accessible, responsive, accountable, and establishes a standardized framework for the timely and responsible submission and handling of public complaints.

2. Scope

- 2.1 This policy covers all public complaints about any aspect of the **AMPS** program.
- 2.2 This policy applies to any member of the public who has been directly affected by alleged wrongdoing or misconduct by an employee. However, it is not meant to replace other specific Township programs or legal processes designed to address the complainant’s concerns.
- 2.3 Any public complaints regarding the validity of a statute, regulation or by-law or the constitutional applicability or operability of any statute, regulation or by-law will not be processed through this policy.

3. Definitions

- 3.1 For the purposes of this Policy:

“Administrative Penalty” means an administrative monetary penalty for a contravention of a Township By-law;

“AMPS” means Administrative Monetary Penalty System;

“Clerk” means the Clerk for the Township of Centre Wellington, or any person designated by the Clerk;

“Elected Official” includes a member of Township Council, or a member of a local board, including a member of a joint board if that member is appointed by Council to the joint board and any member of a Township Committee;

“Hearing Officer” means a person who performs the functions of a Hearing Officer in accordance with the Township’s **AMPS** By-laws;

“Screening Officer” means a person who performs the functions of a Screening Officer in accordance with the Township’s **AMPS** By-laws.

4. Application

Complaint Submission and Response Framework

4.1 General Submission Requirements

- (a) Complaints must be submitted in writing and include the complainant's name, full contact information, detailed information about the issue, relevant documents, and an indication of whether the complaint should be handled through the “Concerns and Feedback Process” or the “Formal Complaint Process.” Complaints must be sent to the designated staff within thirty (30) days of the event in question.
- (b) Anonymous complaints will not be considered.
- (c) All complaints will be treated confidentially and in compliance with privacy and confidentiality laws.
- (d) Complaints concerning **elected officials** related to **AMPS** administration and enforcement will be processed according to the Township’s Code of Conduct for Council Members and Members of Local Boards.
- (e) The **Clerk** will determine if the complaint falls within the scope of this policy, including its relevance to **AMPS** administration, the timeliness of submission, and whether it should be addressed under this policy or another process.
- (f) Complaints may be withdrawn by the complainant at any time. The **Clerk** may continue to address a withdrawn complaint if deemed appropriate.

- (g) An annual summary of formal complaints received, and their resolution status will be included in the annual **AMPS** program report.

4.2 Concerns and Feedback Process

- (a) Upon receiving a complaint under the Concerns and Feedback Process, Township staff will acknowledge receipt within three (3) business days. Township staff will then contact the complainant within ten (10) business days of this acknowledgment to:
 - i) discuss and attempt to resolve the complaint; or
 - ii) advise that the complaint does not fall within the scope of this policy and provide information on available options; or
 - iii) inform the complainant that the complaint has been determined to be frivolous, vexatious, or made in bad faith.
- (b) If the issue is not resolved to the complainant's satisfaction, Township staff will inform the individual about the option to file a formal complaint. The filing of a formal complaint must be done within thirty (30) days of the event in question or within five (5) business days of receiving notification about the option to submit a formal complaint, whichever is later.

4.3 Formal Complaint Process

- (a) Upon receiving a complaint through the Formal Complaint Process, Township staff will acknowledge receipt within five (5) business days. The **Clerk** will then contact the complainant within fifteen (15) business days of acknowledgment to:
 - i) request additional information if needed; or
 - ii) advise that the complaint does not fall within the scope of this policy and outline available options; or
 - iii) inform the complainant that the complaint has been determined to be frivolous, vexatious, or made in bad faith.
- (b) If the **Clerk** determines that the complaint falls into categories 4.3 (a) ii) or 4.3 (a) iii), written notification will be provided to the complainant within fifteen (15) business days of acknowledgment, with a copy sent to the Managing Director of Corporate Services and Treasurer.

- (c) During the investigation, the **Clerk** may consult with the Township Solicitor and gather information from relevant sources and may direct the complainant to other processes or assign the investigation to appropriate staff. Complaints will be addressed in writing within thirty (30) business days of acknowledgment, with extensions communicated if necessary.
- (d) If the complaint involves an employee, the employee will be provided with the relevant parts of the complaint and given an opportunity to respond.
- (e) For complaints against designated decision-makers under this policy, the Managing Director of Corporate Services and Treasurer will assign the investigation to another staff member or third party. Formal complaints regarding management judgment will not imply misconduct.
- (f) When multiple processes are involved for a single incident, the Managing Director of Corporate Services and Treasurer will determine which process governs the Township's involvement, considering all relevant laws and policies.

4.4 Complaint Resolution

- (a) A resolution of a complaint cannot be used to alter or invalidate a decision made by a **Screening Officer** or **Hearing Officer**, including any **administrative penalty** or administrative fees assessed or paid.

4.5 Confidentiality and Records Management

- (a) All complaints will be handled confidentially, with all involved parties advised to maintain confidentiality.
- (b) Records related to this policy will be managed and retained according to the Township's Records Retention By-law.

4.6 Accountability

- (a) All **elected officials, Screening Officers, Hearing Officers** and staff involved in the administration and enforcement of **AMPS** program shall comply with the requirements of this Policy.

5. Implementation

- 5.1 All **elected officials, Screening Officer(s), Hearing Officer(s)**, and staff responsible for the administration and enforcement of the **AMPS** program shall be provided with a copy of this Policy.

5.2 This Policy shall form part of the orientation for all:

- (a) **elected officials** at the start of a new term of Council;
- (b) staff responsible for the administration and enforcement of the **AMPS** program; and
- (c) **Screening Officer(s)** and **Hearing Officer(s)**.