



The Corporation of Town of New Tecumseth

Public Complaint Policy for the Administration of the Administrative Monetary Penalty (AMPs) System

Policy Type: Corporate

Policy No.: AC-POL-007-2025

Name of Dept: Clerks/Administration Dept

Status: Current

Resolution No.: 2025-192

1. **Policy Statement**

The policy is to address any public complaint regarding the administration of the Administrative Monetary Penalty ('AMPs') system.

2. **Purpose**

Ontario Regulation 333/07 under the Municipal Act, 2001 requires municipalities to create a policy for handling public complaints about the administration of their Administrative Monetary Penalty System. This policy aims to establish a process for such complaints.

3. **Scope**

This policy covers all public complaints about the administration of the AMPs program, including actions by Town employees and individuals involved in the program. It further addresses complaints regarding Screening Officers or Hearing Officers. All personnel administering the AMPs program must comply with this policy.

4. **Definitions**

Administrative Fee means any fee specified in the Town of New Tecumseth Administrative Monetary Penalty System or Fees and Charges By-law.

Administrative Penalty means an administrative penalty established by the Administrative Monetary Penalty By-Law for a contravention of a designated by-law, provincial statute or regulation , as defined therein.

Administrative Penalty By-Law means the by-law passed by the Town of New Tecumseth Council to establish administrative monetary penalties (AMPS) as amended from time to time , or any successor thereof.

AMPs means the Administrative Monetary Penalty System, established pursuant to the Town of New Tecumseth Administrative Penalty By-Law.

Code of Conduct for Council and its local boards means any policy adopted by Council of the Town of New Tecumseth to govern its conduct, ethical standards and conflict of interest, as amended from time to time , or any successor thereof.

Council means the Council of the Town of New Tecumseth.

Director means the Director of Administration Services or their designate.

Designated Complaints Investigator means the Director of Administration Services or General Manager, Strategic Services.

Hearing Officer means a person mentioned in subsection 10(3) of O.Reg. 355/22, appointed by the Municipality to review administrative penalties.

Hearing Review means the process related to review of a Screening Decision, as set out in section 2.4 of the Administrative Penalty By-law.

Manager of Enforcement: Means the Supervisor or Manager of By-law Enforcement Services or anyone designated by the Director to perform his or her duties relating to AMPs.

5. Policy

5.1 Public Complaint Process- A public complaint shall be processed using the following framework:

a) Unless otherwise set out in this Policy, all public complaints regarding the administration of AMPs shall be submitted to the Designated Complaints Investigator, who may investigate and if, applicable, determine appropriate corrective action.

b) Any complaint regarding a member of Council in respect of the Administration of AMPs shall be submitted and processed in accordance with the Code of Conduct for Members of Council (refer to AC-OP-002-2025 - Political Interference - Automated Speed Enforcement).

c) Any complaint regarding a Hearing Officer shall be received by the Designated Complaints Investigator and forwarded to the Ontario Ombudsperson.

d) A public complaint submitted pursuant to this policy must be in writing, using the form(s) as may be prescribed by the Designated Complaints Investigator from time to time, complete with all required information, including the name and full contact information of the complainant, and be sent to the Designated Complaints Investigator within 30 calendar days of the date of the event for which the complaint is being made. Incomplete complaint forms or forms submitted after the 30 calendar day period may not be processed, at the discretion of the Designated Complaints Investigator.

e) All complaints shall be treated as confidential by the Town and shared only as required to investigate the complaint, respecting personal information privacy and confidentiality in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

f) The Designated Complaints Investigator may refuse to address or process any public complaint, that is deemed by the Designated Complaints Investigator to be frivolous, vexatious, trivial, or made in bad faith or not within the scope of this Policy. The Designated Complaints investigator shall notify the complainant in writing and provide the complainant with a reasonable opportunity to make written submissions prior to determining a complaint to be frivolous, vexatious, trivial or made in bad faith. Any such decision shall be communicated to the complainant in writing with reasons.

g) Where possible, at the discretion of the Designated Complaints Investigator, attempts will be made to address public concerns through an informal resolution process before proceeding to a formal resolution process.

h) Any resolution, formal or informal, of a public complaint will be addressed by a written response from the Designated Complaints Investigator to the person filling the complaint.

i) A public complaint sustained through review cannot be used as the basis to change or void a decision of a Screening Officer or Hearing Officer, including any Administrative Penalties and Administrative Fees due or paid : and

j) The Designated Complaints Investigator will report annually on the summary of public complaints filed and addressed in respect to AMPs.

5.2 Anonymous Complaints: Complaints that are anonymous will not be accepted.

5.3 Withdrawing a Complaint : A complainant may withdraw his/her complaint by so requesting in writing to the Designated Complaints Investigator.

5.4 Communication: This policy will be posted on the Town of New Tecumseth website .

a) This policy shall form part of the orientation for all Screening Officers, Hearing Officers and AMPs enforcement and administrative staff.

b) All current and new Town officials and staff with the potential for interaction with the AMPs program shall receive training in relation to this policy.

5.5 This Policy is not intended to:

a) Operate as an appeal mechanism to reverse or alter any decision of a Screening Officer or Hearing Officer; or

b) Replace other specific Town programs, policies/procedures, legislative processes, or legal processes available to the public to address public concerns with AMPs or with the outcome of a Screening Review or Hearing Review.

5.6 Compliance Responsibility : The Director, Administration Services in collaboration with the Manager and Supervisor of By-law Enforcement Services shall be responsible for the development ,approval, implementation training, and monitoring and compliance of and with the policy.

b) In cases of policy violation, the Town may investigate and determine appropriate corrective action.

5.7 Reporting: No additional reporting is required.

5.8 Records Management: All staff must maintain records relevant to administering this policy in a recognized Town record keeping system and in accordance with the Towns Records and Management policies and procedures.

6. Implementation

This policy shall become effective immediately upon approval by Council. Any revisions, modifications, or interpretations of this policy may be conducted by the manager of By-Law enforcement or the clerk with the consultation and support from the Chief Administrative Officer

Approved By:
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Department:
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