



Public Complaints Respecting the Administration of the Administrative Monetary Penalty System (AMPS)

Policy Number:	2025-02
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Revision Date(s):	N/A
Approval Authority:	Director of Legislative Services

1. Purpose

This Policy addresses public complaints relating to the administration of the Town's Administrative Monetary Penalty Systems (AMPS).

In accordance with Ontario Regulation 333/07, the Town is required to develop a policy to address public complaints regarding the administration of the AMPS.

2. Policy Principles

This Policy ensures that public complaints regarding the administration of the AMPS are addressed in a timely and responsible manner.

3. Definitions

For the purposes of this Policy, the following terms are defined in accordance with the Administrative Monetary Penalty By-law 2025-003 and the Screening and Hearing Officer By-law 2025-004.

- **AMPS:** means Administrative Monetary Penalty System;
- **Council:** means the Council of the Town;
- **Director:** means the Director of Legislative Services for the Town or their designate;
- **Hearing Officer:** means a person who performs the functions of a Hearing Officer in accordance with part 6 of the Town's Administrative Monetary Penalty

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By-law 2025-003, and pursuant the Town's Screening and Hearing Officer By-law 2025-004;

- **Screening Officer:** means a person who performs the functions of a Screening Officer in accordance with part 5 of the Town's Administrative Monetary Penalty By-law 2025-003, and pursuant the Town's Screening and Hearing Officer By-law 2025-004;
- **Town:** means the Corporation of the Town of Collingwood.

4. Scope

This Policy applies to all public complaints, informal or formal, regarding all aspects of the AMPS, and applies to all administrative actions and functions of all Town employees and other individuals responsible for the administration of the AMPS.

Any public complaint filed under this Policy in regards to the administrative actions of a Town employee, Screening Officer or Hearing Officer under the AMPS shall be referred to the Director, using the prescribed form.

This Policy is not intended to replace other specific Town programs, policies/procedures and/or legal processes available to the public to address public concerns with the AMPS.

5. Policy

5.1. Complaints from the Public

- i. A public complaint must be in writing, using the prescribed form, identifying the name and full contact information of the complainant, and sent to the Director, or designate, within 30 days of the date of the event for which the complaint is being made.
- ii. All complaints shall be treated as confidential by the Director, or designate, respecting personal information privacy and confidentiality, subject to the requirements of the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c.M.56.
- iii. Any complaint regarding a Member of Council in respect of the administration of AMPS shall be processed in accordance with the Council Code of Conduct.

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- iv. The Director, or designate, will not address or process any public complaint that is deemed by the Director, or designate, as frivolous, vexatious, trivial, or made in bad faith.
- v. Any deemed resolution of a formal complaint will be addressed by a written response from the Director to the person filing the complaint. A public complaint sustained through a review cannot be used as the basis to change or void a decision of a Screening Officer or Hearing Officer, including any penalties and administrative fees due or paid.

5.2. Anonymous Complaints

- i. Complaints that are anonymous will not be accepted.

5.3. Withdrawing a Complaint

- i. A complainant may withdraw his/her complaint at any time.

5.4. Administration and Contact

- i. This Policy shall be administered by the Director. Procedures may be defined, and amended from time to time, by the Director to address specific implementation of this Policy.
- ii. A public complaint may be submitted:
 - 1. Electronically using the approved form available at www.collingwood.ca/amps
 - 2. By emailing clerk@collingwood.ca, or
 - 3. In writing addressed to:
Town of Collingwood
Attention: Director of Legislative Services
97 Hurontario Street
Collingwood, Ontario
L9Y 3Z5
- iii. The Director shall have the authority to amend or revise this policy from time to time as may be required.

6. Roles and Responsibilities

All individuals responsible for administering the AMPS program shall be responsible for adherence to this policy.

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Screening Officers and Hearing Officers do not have jurisdiction to consider questions relating to the validity of any Statute, Regulation or By-law, or the constitutional applicability or operability of any Statute, Regulation or By-law. Any such complaints will not be processed through this Policy.

The Director, or designate, unless otherwise noted, shall be responsible for addressing public complaints regarding the administration of the AMPS.

7. References and Related Documents

The following documents relate to and support this policy:

- *Municipal Act, 2001*, S.O. 2001, c. 25
- Ontario Regulation 333/07 (Administrative Penalties)
- Town of Collingwood Administrative Monetary Penalty By-law 2025-003
- Town of Collingwood Screening and Hearing Officer By-law 2025-004
- Employee Code of Conduct
- Council Code of Conduct

8. Consequences of Non-Compliance

In cases of Policy violation, the Town may investigate and determine the appropriate corrective action(s) in accordance with the applicable policy, including but limited to the Council Code of Conduct, Employee Code of Conduct, and/or Employee Disciplinary Policy. Non-compliance of a Hearing Officer may include suspension or termination.

9. Review Cycle

This Policy shall be reviewed by the Manager of By-law every term of Council, or earlier as necessary.