



## Township of Georgian Bay AMPS Public Complaint

Policy Number: 2024-008-AD

Department: Fire and Emergency  
Services

Effective Date: February 12, 2024

Approval: CAO

Attachments:

Related Documents / Legislation: Administrative Monetary Penalty System  
By-law 2024-004

### **A. Policy Statement**

The Township of Georgian Bay has deployed an Administrative Monetary Penalty System (AMPS) for the administration of the various by-laws in force in the Township. The Township has authorized the appointment and use of Screening and Hearing Officers to hear and decide the outcome of disputes related to Penalty Notices issued for by-law violations. The Township requires that employees conduct themselves responsibly and professionally in the performance of their duties.

### **B. Purpose**

This Policy is to address any public complaints regarding the administration of Administrative Monetary Penalty System (AMPS) and to ensure AMPS remains a transparent, accessible, responsive, accountable, efficient and effective system for enforcement in the Township of Georgian Bay, and that any public complaints are addressed in a timely and responsible manner.

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

### **C. Definitions**

For the purposes of this Policy, the following terms are defined in accordance with By-law 2024-004

**AMPS** means Administrative Monetary Penalty System;

## **AMPS Public Complaint**

**Chief Administrative Officer** means the Chief Administrative Officer, their delegate, or anyone designated by the Chief Administrative Officer to permit duties pursuant to the Administrative Monetary Penalty System;

**Clerk** means the Municipal Clerk for the Township, or their delegate;

**Council** means the Council of the Township;

**Hearing Officer** means a Person appointed by Council to perform the functions of a Hearing Officer in accordance with this By-law;

**Screening Officer** means a Person appointed by Council to perform the functions of a Screening Officer in accordance with this By-law;

**Township** means the Corporation of the Township of Georgian Bay in the District of Muskoka

### **D. General Terms and Procedures**

#### **Application**

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

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

Screening Officers and Hearing Officers do not have jurisdiction to consider questions relating to the validity of a 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.

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

**A public complaint shall be processed using the following framework:**

## **AMPS Public Complaint**

- a. Any public complaint must be in writing, by the individual affected, using the prescribed form, identifying the name and full contact information of the complainant, and sent to the Clerk, or designate, within 30 calendar days of the date of the event for which the complaint is being made.
- b. All complaints shall be treated as confidential by the Clerk, respecting personal information privacy and confidentiality, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- c. 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.
- d. The Clerk, or designate, will not address or process any public complaint that is deemed by Clerk, or designate, as frivolous, vexatious, trivial or made in bad faith.
- e. Where possible, attempts will be made to address public complaints through an informal resolution process before proceeding to a formal resolution process.
- f. Any deemed resolution of a formal complaint will be addressed by a written response from the Clerk, or designate, 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.

### **Anonymous Complaints**

Complaints that are anonymous will not be accepted.

### **Withdrawing a complaint**

A complainant may withdraw their complaint at anytime.

### **Accountability**

All individuals responsible for administering the AMPS program shall be responsible for adherence to this policy. The Chief Administrative Officer, or designate, unless otherwise noted, shall be responsible for addressing public complaints regarding the administration of AMPS.

## **AMPS Public Complaint**

### **E. Supported By**

Strategic Plan

Transparency Withing Government

Municipal, Fiscal and Resident Responsibility

Well Managed Infrastructure