



Town of Wasaga Beach

Policy Manual

Section Name: Protection to Persons & Property	Policy Number: 5-11
Policy: Administrative Monetary Penalty System- Public Complaint Filing Policy	Policy: May 15, 2030
Effective Date: May 15, 2025	REVISIONS:
ADMINISTERED BY: Municipal Law Enforcement Division	

1. PURPOSE

- 1.1 The purpose of this Policy is to provide a process for public complaints regarding the administration of AMPS and to ensure that AMPS remains an open, transparent, accessible, responsive, accountable, efficient, and effective system for enforcement in the Town, and that any public complaints are addressed in a timely and responsible manner.
- 1.2 In accordance with the Municipal Act, 2001, O. Reg. 333/07, the Town is required to develop a Policy to address public complaints regarding the Administration of AMPS.

2. SCOPE

- 2.1 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.
- 2.2 Any public complaint filed pursuant to this Policy regarding the administrative actions of a Town employee, Screening Officer or Hearing Officer under AMPS shall be referred to the General Manager of Legislative and Development Services.

- 2.3 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 a statute, regulation or By-law. Any such complaints will not be processed under this Policy.
- 2.4 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.

3. POLICY

3.1 Complaint Process

- a. 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 General Manager, or designate, within 30 days of the date of the event for which the complaint is being made. Incomplete complaint forms or forms submitted after the 30 days of the date of the event may not be processed, at the discretion of the General Manager.
- b. A public complaint may be submitted by:
 - i. Electronically using the approved for available at www.wasagabeach.com
 - ii. By email: clerk@wasagabeach.com
 - iii. In writing on prescribed form addressed to:
Town of Wasaga Beach
Attention: GM, Legislative and Development Services
30 Lewis Street
Wasaga Beach, Ontario
L9Z 1A1
- c. All complaints shall be treated as confidential by the General Manager, 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.

- d. 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.
- e. The General Manager, or designate, will not address or process any public complaint that is deemed by the General Manager, or designate, as frivolous, vexatious, trivial, or made in bad faith.
- f. Any deemed resolution of a formal complaint will be addressed by a written response from the General Manager 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.
- g. Complaints that are anonymous will not be accepted.
- h. A complainant may withdraw his/her complaint at any time by notifying in writing to the General Manager.

3.2 Consequences of Non-Compliance

- a. 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, and/or Employee Disciplinary Policy. Non-compliance of a Hearing Officer may include suspension or termination.

4 POLICY ADMINISTRATION AND REVIEW

- 4.1 This Policy will be reviewed as required, but in any case no later than five (5) years from the date of the most recent review.
- 4.2 This Policy shall be administered by the General Manager of Legislative and Development Services.

5 REFERENCE AUTHORITIES

- Municipal Act, 2001
- Ontario Regulation 333/07 (Administrative Penalties)
- AMPS Parking By-law 2025-17, as amended
- AMPS Non Parking By-law 2025-18, as amended