

	<b>Policy:</b>	<b>Administrative Monetary Penalties System Public Complaint Policy</b>		
	<b>Department:</b>	<b>Clerk</b>		
	<b>Administered By:</b>	<b>Clerk's Office</b>	<b>Effective Date:</b>	
	<b>Replaces:</b>	<b>N/A</b>		
	<b>Attachment(s):</b>	<b>N/A</b>		

## POLICY STATEMENT

This policy applies to complaints made by the public with respect to the administration of the Administrative Monetary Penalties System (AMPS). This applies to all procedural actions and functions of Town employees and other persons responsible for the administration of the AMPS program.

## PURPOSE

Public complaints regarding the AMPS program shall be subject to the Town of Carleton Place Public Complaint Procedure.

## DEFINITIONS

**“AMPS By-law”** means the Administrative Monetary Penalties System By-law adopted by the Town, as amended or replaced from time to time;

**“By-law Services”** means the By-law Services Division of the Town’s Protective Services Department, or any successor thereof;

**“Municipal Freedom of Information and Protection of Privacy Act”** means the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990. c. M. 56, as amended from time to time, or any successor thereof;

**“Records Retention By-law”** means the by-law passed by the Town providing for the classification, retention and disposition of records in the Town, as amended from time to time, or any successor thereof.

All other capitalized terms used in this Policy have the meanings ascribed to them in the AMPS By-law.

## **SCOPE**

This policy is intended to address any public complaint regarding the administration of the AMPS program.

## **POLICY**

Complaints shall be made in writing and shall identify the name and full contact particulars of the complainant. A complaint shall be submitted within 30 days of the date of the event for which the complaint is being made. Anonymous complaints shall not be addressed.

The official records relating to this public complaint resolution mechanism shall be managed by the Clerk according to the Town's Records Retention Policy and the Municipal Freedom of Information and Protection of Privacy Act.

### **For clarification purposes, this Policy does not cover the following:**

Any public complaints regarding the validity of a statute, regulation or by-law or constitutional applicability or operability of any statute, regulation or by-law shall not be processed through this policy.

This policy is not intended to replace other specific Town policy/procedures and legal processes available to the public to address public concerns.

## **COMPLIANCE**

In cases of Policy violation, the Town may investigate and determine appropriate corrective action.

## **POLICY COMMUNICATION**

This Policy shall be posted on the Town's website. Employees shall be advised of the new Policy via distribution to Human Resources. This Policy shall form part of the orientation for all Screening Officers, Hearing Officers and AMPS enforcement and administration employees.

## **RELATED DOCUMENTS/LEGISLATION**

- AMPS By-law