

Annual Status Report on the Wrongdoing Hotline

Presented To:	Audit Committee
Meeting Date:	June 22, 2021
Type:	Correspondence for Information Only
Prepared by:	Ron Foster Auditor General
Recommended by:	Auditor General

Report Summary

This report provides information regarding the complaints received from June 1, 2020 to May 31, 2021, and provides comparative statistics for the previous two years and discusses the costs and benefits of the Wrongdoing Hotline program.

Relationship to the Strategic Plan, Health Impact Assessment and Community Energy & Emissions Plan (CEEP)

This report demonstrates that our actions align with the values in our strategic plan. We are fair and consistent. We deliver on our promises and acknowledge our mistakes.

Financial Implications

There are no direct financial implications associated with this status report.

Background

On June 1, 2016, the City opened its 'Wrongdoing Hotline' for citizens, employees and contractors to report complaints that could be deemed illegal, dishonest, wasteful or a deliberate violation of policy. The Auditor General's Office maintains the wrongdoing hotline and prepares semi-annual status reports to Audit Committee on the number, type and status of complaints received from the hotline.

Annual Status Report on the Wrongdoing Hotline

For the Year Ended
May 31, 2021

June 7, 2021

 **Greater Sudbury**
www.greatersudbury.ca
AUDITOR GENERAL

BACKGROUND

On June 1, 2016, the City opened its 'Wrongdoing Hotline' for citizens, employees and contractors to report complaints that could be deemed illegal, dishonest, wasteful or a deliberate violation of policy.

This report summarizes the complaints received from June 1, 2020 to May 31, 2021, provides comparative statistics for the previous two years and discusses the costs and benefits of the Wrongdoing Hotline program.

OBSERVATIONS

1. Significantly more complaints were received during the year ended May 31, 2021 than in the prior two years (292 in 2021 versus 165 in 2020 and 124 in 2019). The reason for this increase is the large number of complaints about the failure to maintain social distancing and safe business practices during the pandemic.
2. Only 21 (or 7.2 percent) of the 292 complaints received during the year ended May 31, 2021 required a detailed investigation compared to 18% in 2020 and 30% in 2019. The number of active complaints under investigation at the end of May 2021 was 8 compared to 7 in 2020 and 6 in 2019.
3. The costs for investigations by third parties in 2021 were \$8,286 compared to zero in 2020 and 2019.
4. The internal costs for managing detailed investigations and administering the hotline were \$57,500 in 2021 compared to \$44,000 in 2020 and \$49,500 in 2019.
5. The 292 complaints received during the year ended May 31, 2021 came from 98 identifiable and 151 anonymous complainants. Fifteen of the identifiable individuals filed more than one complaint.
6. While there are costs associated with maintaining the wrongdoing hotline, it provides the following advantages which appear to outweigh these costs:
 - promotes openness, transparency and accountability within the City which supports the strategic objective of responsive, fiscally prudent, open governance;
 - promotes timely actions to address legitimate complaints filed with the City;
 - improves the coordination of investigations by having the Auditor General's Office independently assign, monitor and report on the status and cost of administering complaints;
 - clarifies the responsibilities for conducting timely investigations that meet identified service levels
 - provides an effective buffer between the Office of the Ombudsman which has been able to rely on the Auditor Generals' Office to coordinate investigations within the City; and
 - reduces the cost for investigations by external consultants.

SUMMARY OF COMPLAINTS

	Year Ended May 31		
	2019	2020	2021
Total complaints initiated	152	194	353
Tests	-	(10)	(2)
Incomplete complaints	(28)	(19)	(59)
Complaints received	124	165	292
Complaints closed	(118)	(158)	(284)
Active complaints not yet analyzed	6	7	8

DISPOSITION OF COMPLAINTS

	Year Ended May 31		
	2019	2020	2021
Complaints received	124	165	292
Complaints referred to other areas for review	(52)	(88)	(198)
Complaints unrelated to CGS	0	(11)	(13)
Vexatious or frivolous complaints	0	(1)	(10)
Duplicate complaints	(3)	(5)	(2)
Complaints subject to investigation	69	60	69
Insufficient or no evidence found that required action	(32)	(30)	(48)
Complaints which required detailed analysis	37	30	21
Closed with action planned or taken	(31)	(23)	(13)
Active complaints not yet analyzed	6	7	8

SUBJECT OF COMPLAINTS INVESTIGATED

Subject	Active Complaints at the End of May 31			Complaints that Required Action During Year Ended May 31		
	2019	2020	2021	2019	2020	2021
Office of Mayor	0	0	0	0	0	0
Members of Council	0	0	0	3	0	0
City Processes	1	2	3	3	5	5
City Contractor	0	1	0	11	1	1
City Staff	4	0	5	13	11	5
Public	1	4	0	1	6	2
Total	6	7	8	31	23	13

COMPLAINTS WHICH REQUIRED ACTION DURING THE YEAR ENDED MAY 31, 2021

Complaint Number	Opened	Closed	Action Planned or Taken for Closed Complaints
20-0127	Jun 18	Jun 22	Staff took steps to address the concerns raised by the tenant.
20-0142	Jun 24	Aug 9	Management took action to address the complaint about staff conduct.
20-0155	Jul 20	Jul 30	Staff have been directed on procedures to ensure safety.
20-0156	Jul 20	Jul 30	Management has taken several steps to reduce concerns about idling buses.
20-0163	Jul 31	Dec 21	Management provided coaching to the employee to address the complaint.
20-0174	Aug 16	Oct 19	Management took action to address the concerns identified.
20-0179	Aug 27	Sep 2	An inspection was completed and additional monitoring will be completed to ensure eligibility criteria continue to be met.
20-0185	Sep 8	Sep 10	Staff continued to monitor to ensure compliance with Bylaws.
20-0213	Oct 20	Dec 31	Management agreed to revise the way it assigns staff to forestry projects.
20-0256	Dec 23	Dec 30	Management provided training to contract staff on safe working practices.
21-0047	Jan 15	Jan 18	Inspections were completed and staff provided education to the tenants on the stay at home order
21-0152	Apr 26	May 26	Custodial staff and an exterminator company investigated and set traps.
21-0188	May 27	May 31	Staff apologized for the confusion and provided the service requested.

OVERVIEW OF INDIVIDUAL COMPLAINTS RECEIVED DURING THE YEAR ENDED MAY 31, 2021

Complaint Number	Opened	Closed	Complaint/Allegation	Investigation Outcome
20-0111	NC			
20-0112	Jun 2	Jun 10	Questionable business practices	Not related to the City services
20-0113	NC			
20-0114	Jun 4	June 5	Smoking bylaw infraction	Referred internally
20-0115	NC			
20-0116	Jun 5	Jun 8	Property maintenance	Referred internally
20-0117	Jun 5	Jul 30	Encroachment of property	No action planned or taken
20-0118	Jun 5	Jun 7	Concerns about GSPS	Referred to external entity
20-0119	Jun 7	Jun 8	Illegal parking	Referred internally
20-0120	NC			
20-0121	Jun 8	Jun 10	Bylaw infractions by business	Referred internally
20-0122	Jun 8	Jun 11	Unsafe fire pit	Referred internally
20-0123	Jun 9	Jul 17	Lease infractions	No evidence of wrongdoing
20-0124	Jun 10	Jul 3	Parking infractions	Referred internally
20-0125	Jun 15	Jun 15	Business practices	Not related to City services
20-0126	Jun 15	Aug 9	Non-adherence to City policies	No action planned or taken
20-0127	Jun 18	Jun 22	Staff conduct	Action planned or taken
20-0128	Jun 19	Jul 21	Tenant infractions	No evidence of wrongdoing
20-0129	Jun 19	Jun 19	Roads and training	Vexatious or frivolous

20-0130	Jun 19	Jun 19	Pothole repairs and reporting	Vexatious or frivolous
20-0131	Jun 19	Jun 19	Police services	Vexatious or frivolous
20-0132	Jun 19	Jun 19	Education and training grant	Vexatious or frivolous
20-0133	Jun 19	Jun 19	Police services	Vexatious or frivolous
20-0134	Jun 19	Jun 19	Education and training grant	Vexatious or frivolous
20-0135	Jun 20	Jun 20	City spending priorities	Vexatious or frivolous
20-0136	Jun 20	Jun 20	Police services	Vexatious or frivolous
20-0137	Jun 20	Jun 20	Unethical behaviour	Not related to City Services
20-0138	Jun 20	Jun 20	Pothole repairs and reporting	Vexatious or frivolous
20-0139	Jun 20	Jun 20	City spending priorities	Vexatious or frivolous
20-0140	Jun 21	Jun 21	Police services	Vexatious or frivolous
20-0141	Jun 22	Aug 9	Staff conduct	No evidence of wrongdoing
20-0142	Jun 24	Aug 8	Staff conduct	Action planned or taken
20-0143	Jun 24	Jun 24	Business practices	Referred internally
20-0144	Jun 30	Aug 9	Staff conduct	No action planned or taken
20-0145	Jul 1	Jul 17	Property maintenance	Referred internally
20-0146	Jul 2	Jul 3	Unsafe business practices	Referred internally
20-0147	Jul 4	Jul 6	Burning complaint	Referred internally
20-0148	NC			
20-0149	Jul 8	Jul 21	Open pit fire	Insufficient evidence of wrongdoing
20-0150	NC			
20-0151	Jul 13	Jul 21	Unsafe business practices	Referred internally
20-0152	Jul 18	Aug 9	Staff conduct	No action planned or taken
20-0153	Jul 20	Jul 21	Unsafe business practices	Referred internally
20-0154	Jul 20	Jul 30	Lease infractions	Not related to City services
20-0155	Jul 20	Jul 30	Staff conduct	Action planned or taken
20-0156	Jul 20	Jul 30	Staff conduct	Action planned or taken
20-0157	Jul 20	Jul 30	Brushing near City property	Referred internally
20-0158	Jul 20	Jul 30	Smell from City's landfill	Referred internally
20-0159	Jul 28	Jul 30	Unsafe business practices	Referred to external entity
20-0160	Jul 30	Jul 30	Unsafe business practices	Referred internally
20-0161	Jul 30	Aug 10	Unsafe business practices	Referred to external entity
20-0162	Jul 30	Aug 2	Staff conduct	Referred internally
20-0163	Jul 31	Dec 21	Staff conduct	Action planned or taken
20-0164	Aug 3	Aug 4	Illegal dumping	Referred internally
20-0165	Aug 3	Aug 10	Graffiti	Referred to external entity
20-0166	Aug 4	Aug 5	Unsafe business practices	Not related to City services
20-0167	Aug 5	Sep 2	Housing rent calculations	Insufficient evidence of wrongdoing
20-0168	Aug 6	Aug 10	Contractor performance	Referred internally
20-0169	Aug 9	Aug 10	Illegal activity	Referred internally
20-0170	Aug 9	Aug 10	Unsafe business practices	Referred internally
20-0171	NC			
20-0172	Aug 14	Aug 18	Unsafe business practices	Referred internally
20-0173	Aug 14	Sep 2	Unsafe practices	Referred to external entity
20-0174	Aug 16	Oct 19	Staff conduct	Action planned or taken
20-0175	Aug 16	Dec 21	Staff conduct	Insufficient evidence of wrongdoing

20-0176	Aug 19	Oct 19	Staff conduct	Insufficient evidence of wrongdoing
20-0177	Aug 20	Sep 22	Noise complaint	Referred internally
20-0178	Aug 23	Dec 19	Building without a permit	Referred internally
20-0179	Aug 27	Sep 2	Lease infractions	Action planned or taken
20-0180	Aug 30	Sep 2	Business in residential area	Referred internally
20-0181	Sep 3	Sep 18	Building without a permit	Referred internally
20-0182	Sep 4	Sep 4	Unsafe business practices	Referred internally
20-0183	Sep 5	Sep 18	Road obstruction	Referred internally
20-0184	Sep 6	Sep 10	Business in residential area	Referred internally
20-0185	Sep 8	Sep 10	Information request	Action planned or taken
20-0186	Sep 10	Oct 8	Non-compliance with lease	Insufficient evidence of wrongdoing
20-0187	Sep 10	Feb 22	Staff conduct	Insufficient evidence of wrongdoing
20-0188	Sep 11	Dec 19	Non-compliant construction	Referred internally
20-0189	NC			
20-0190	NC			
20-0191	Sep 18	Dec 19	Non-compliant construction	Referred internally
20-0192	Sept 20	Oct 19	Road repairs	Insufficient evidence of wrongdoing
20-0193	Sep 20	Feb 24	Staff conduct	Insufficient evidence of wrongdoing
20-0194	Sep 20	Sep 22	Unsafe behaviour	Referred internally
20-0195	Sep 23		Human resource policies	
20-0196	Sep 23	Dec 19	Illegal construction	Referred internally
20-0197	Sep 23	Dec 19	Staff conduct	Referred internally
20-0198	Sep 24	Sep 24	Parking infractions	Referred internally
20-0199	Sep 25	Sep 28	Illegal dumping	Referred internally
20-0200	Sep 26	Oct 8	Large social gathering	Referred to external entity
20-0201	Sep 27	Sep 27	Illegal fires	Referred internally
20-0202	Sep 30	Nov 13	Noise complaint	Referred internally
20-0203	Sep 30	Dec 19	Illegal construction	Referred internally
20-0204	Oct 1	Oct 1	Business conduct	Referred to external entity
20-0205	NC			
20-0206	NC			
20-0207	Oct 5	Nov 13	Bylaw infractions	Insufficient evidence of wrongdoing
20-0208	Oct 7	Oct 15	Lease infractions	Insufficient evidence of wrongdoing
20-0209	Oct 8	Dec 1	Staff conduct	Insufficient evidence of wrongdoing
20-0210	Oct 8	Oct 9	Resident conduct	Referred internally
20-0211	Oct 18	Dec 16	Tenant conduct	Not related to City services
20-0212	Oct 20	Dec 19	Garbage collection	Insufficient evidence of wrongdoing
20-0213	Oct 20	Dec 31	Wasteful operations	Action planned or taken
20-0214	Oct 20	Nov 13	Bylaw infractions	Referred internally
20-0215	Oct 24	Oct 27	Unsafe conduct	Referred internally
20-0216	Oct 24	Oct 27	Garbage collection	Referred internally
20-0217	Oct 28	Nov 2	Staff conduct	Insufficient evidence of wrongdoing
20-0218	Oct 30	Nov 5	Unsafe conduct	Referred to external entity
20-0219	Oct 30	Feb 22	Staff conduct	Insufficient evidence of wrongdoing
20-0220	NC			
20-0221	Nov 2	Nov 5	Unsafe conduct	Insufficient evidence of wrongdoing

20-0222	Nov 3	Nov 3	Unsafe conduct	Referred internally
20-0223	Nov 5	Dec 3	Planning services	Insufficient evidence of wrongdoing
20-0224	Nov 5	Dec 16	City services	Referred internally
20-0225	Nov 6	Nov 6	Staff conduct	Vexatious or frivolous
20-0226	Nov 6	Nov 10	Bylaw infractions	Not related to City services
20-0227	Nov 6	Dec 16	Waste Bylaw infraction	Referred internally
20-0228	Nov 6	Nov 10	Bylaw infractions	Referred internally
20-0229	Nov 6	Nov 10	Bylaw infractions	Not related to City services
20-0230	Nov 9		<i>Staff conduct</i>	
20-0231	Nov 10	Nov 10	Business conduct	Not related to City services
20-0232	Nov 15	Nov 16	Business conduct	Referred internally
20-0233	Nov 15	Nov 16	Business conduct	Referred internally
20-0234	Nov 16		<i>Staff conduct</i>	
20-0235	NC			
20-0236	Nov 17	Dec 16	Business conduct	Referred internally
20-0237	Nov 17	Dec 16	Business conduct	Referred internally
20-0238	Nov 20	Dec 16	Business conduct	Referred internally
20-0239	Nov 21	Nov 22	Business conduct	Referred internally
20-0240	Nov 25	Dec 3	Business conduct	Referred internally
20-0241	Nov 27	Dec 3	Business conduct	Referred internally
20-0242	Dec 4	Dec 4	Illegal parking	Referred internally
20-0243	Dec 4	Dec 7	Business conduct	Referred internally
20-0244	Dec 9	Dec 10	Business conduct	Referred internally
20-0245	Dec 10	Dec 19	Illegal building	Referred internally
20-0246	Dec 12	Mar 16	Wasteful operations	Insufficient evidence of wrongdoing
20-0247	Dec 13	Dec 15	Illegal parking	Referred internally
20-0248	Dec 14	Dec 15	Business conduct	Referred internally
20-0249	Dec 15	Dec 16	Business conduct	Referred internally
20-0250	Dec 16	Dec 17	Lease infractions	Not related to City services
20-0251	Dec 16	Dec 17	Illegal parking	Referred internally
20-0252	Dec 16	Dec 17	Business conduct	Referred internally
20-0253	Dec 19	Dec 21	Business conduct	Referred internally
20-0254	Dec 21	Dec 22	Illegal parking	Referred internally
20-0255	Dec 22		<i>Illegal construction</i>	
20-0256	Dec 23	Dec 30	Unsafe work practices	Action planned or taken
20-0257	Dec 23	Jan 8	Contractor practices	Insufficient evidence of wrongdoing
20-0258	Dec 24	Dec 30	Tenant practices	Insufficient evidence of wrongdoing
20-0259	Dec 24	Dec 29	Unsafe practices	Referred internally
20-0260	Dec 27	Dec 29	Unsafe practices	Referred internally
20-0261	Dec 27	Dec 29	Unsafe business practices	Referred internally
20-0262	Dec 28	Dec 29	Bylaw infraction	Referred internally
20-0263	NC			
20-0264	Dec 29	Dec 30	Resident conduct	Not related to City services
20-0265	Dec 29	Dec 30	Bylaw infraction	Referred internally
20-0266	Dec 30	Jan 7	Resident conduct	Not related to City services
20-0267	Dec 30	Jan 7	Staff conduct	Insufficient evidence of wrongdoing

20-0268	Dec 30	Jan 7	Staff conduct	Insufficient evidence of wrongdoing
20-0269	Dec 31	Dec 31	Resident conduct	Referred to external entity
20-0270	NC			
20-0271	Dec 31	Jan 8	Resident conduct	Referred internally
21-0001	NC			
21-0002	NC			
21-0003	NC			
21-0004	NC			
21-0005	NC			
21-0006	NC			
21-0007	NC			
21-0008	NC			
21-0009	NC			
21-0010	NC			
21-0011	NC			
21-0012	NC			
21-0013	NC			
21-0014	NC			
21-0015	NC			
21-0016	NC			
21-0017	NC			
21-0018	NC			
21-0019	NC			
21-0020	NC			
21-0021	Jan 1	Jan 4	Business conduct	Referred internally
21-0022	Jan 1	Jan 4	Business conduct	Referred internally
21-0023	Jan 1	Jan 5	Business conduct	Referred to external entity
21-0024	Jan 2	Jan 4	Resident conduct	Referred internally
21-0025	Jan 2	Jan 4	Business conduct	Referred internally
21-0026	Jan 3	Jan 5	Resident conduct	Referred internally
21-0027	Jan 4	Jan 4	Resident conduct	Referred internally
21-0028	Jan 1	Jan 5	Resident conduct	Referred internally
21-0029	Jan 6	Jan 6	Council conduct	Vexatious or frivolous
21-0030	Jan 7	Jan 8	Business conduct	Referred internally
21-0031	Jan 7	Jan 20	Business conduct	Referred internally
21-0032	Jan 7	Jan 18	Resident conduct	Referred internally
21-0033	Jan 8	Jan 9	Resident conduct	Referred internally
21-0034	NC			
21-0035	Jan 9	Jan 13	Resident conduct	Referred internally
21-0036	Jan 11	Jan 18	Business conduct	Referred internally
21-0037	Jan 11	Jan 13	Business conduct	Referred internally
21-0038	Jan 12	Jan 13	Illegal parking	Referred internally
21-0039	Jan 12	Jan 13	Resident conduct	Insufficient evidence of wrongdoing
21-0040	Jan 12	Jan 22	Staff conduct	Insufficient evidence of wrongdoing
21-0041	NC			
21-0042	Jan 13	Jan 20	Business conduct	Referred internally

21-0043	Test			
21-0044	Test			
21-0045	Jan 14	Jan 14	Resident conduct	Insufficient evidence of wrongdoing
21-0046	Duplicate			
21-0047	Jan 15	Jan 18	Resident conduct	Action planned or taken
21-0048	Jan 15	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0049	Jan 15	Jan 26	Business conduct	Referred internally
21-0050	Jan 15	Jan 18	Resident conduct	Referred internally
21-0051	Jan 15		Staff conduct	
21-0052	Jan 15	Jan 18	Resident conduct	Referred internally
21-0053	Jan 16	Jan 18	Resident conduct	Referred internally
21-0054	NC			
21-0055	Jan 16	Jan 18	Resident conduct	Referred internally
21-0056	NC			
21-0057	Jan 19	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0058	Jan 19	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0059	Jan 19	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0060	Jan 19	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0061	Jan 19	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0062	Jan 19	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0063	Jan 19	Jan 20	Resident conduct	Referred internally
21-0064	NC			
21-0065	Jan 22	Jan 22	Business conduct	Referred internally
21-0066	Jan 23	Jan 25	Business conduct	Referred internally
21-0067	Jan 24	Jan 26	Resident conduct	Referred internally
21-0068	Jan 24	Jan 26	Business conduct	Referred internally
21-0069	Jan 25	Jan 26	Resident conduct	Referred internally
21-0070	NC			
21-0071	Jan 28	Feb 2	Business conduct	Referred internally
21-0072	Jan 28	Feb 2	Business conduct	Referred internally
21-0073	NC			
21-0074	Jan 29	Feb 2	Business conduct	Referred internally
21-0075	Feb 3	Feb 25	Inefficient City practices	Insufficient evidence of wrongdoing
21-0076	Feb 4	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
21-0077	Feb 5	Feb 9	Staff conduct	Referred internally
21-0078	NC			
21-0079	Feb 10	Feb 11	Business conduct	Referred internally
21-0080	Feb 10	Feb 11	Business conduct	Referred internally
21-0081	Feb 11	Feb 12	Resident conduct	Referred internally
21-0082	Feb 12	Feb 17	Resident conduct	Referred internally
21-0083	Feb 13	Mar 29	City processes	Insufficient evidence of wrongdoing
21-0084	Feb 13	Feb 17	Resident conduct	Referred internally
21-0085	Feb 14	Feb 17	Resident conduct	Referred internally
21-0086	Feb 14	Feb 22	City's website	Referred internally
21-0087	Feb 21	Feb 22	Business conduct	Referred internally
21-0088	Feb 23	Feb 23	Resident conduct	Referred internally

21-0089	Feb 23	Feb 24	Resident conduct	Referred internally
21-0090	Feb 26	Mar 1	Business conduct	Referred internally
21-0091	Feb 28	Mar 1	Resident conduct	Referred internally
21-0092	Feb 28	Mar 1	Business conduct	Referred internally
21-0093	NC			
21-0094	Mar 1	Mar 2	Business conduct	Referred internally
21-0095	NC			
21-0096	Mar 2	Mar 3	Resident conduct	Referred to external entity
21-0097	Mar 3	Apr 8	City processes	No action planned or taken
21-0098	NC			
21-0099	Mar 5	Apr 12	City processes	No action planned or taken
21-0100	Mar 6	Mar 7	Business conduct	Not related to City services
21-0101	NC			
21-0102	Mar 10	Mar 10	Resident conduct	Referred internally
21-0103	Mar 11	Mar 12	Business conduct	Referred internally
21-0104	Mar 12	Mar 18	Business conduct	Referred internally
21-0105	Mar 13	Mar 18	Business conduct	Referred to external entity
21-0106	Mar 13	Mar 18	Resident conduct	Referred internally
21-0107	Mar 16	Mar 19	Business conduct	Referred to external entity
21-0108	Mar 17	Mar 26	Business conduct	Referred internally
21-0109	Mar 17	Mar 18	Resident conduct	Referred internally
21-0110	Mar 17	Mar 19	Resident conduct	Referred to external entity
21-0111	NC			
21-0112	Mar 19	Mar 20	Business conduct	Referred to external entity
21-0113	Mar 21	Mar 29	Staff conduct	No action planned or taken
21-0114	Mar 21		Staff conduct	
21-0115	Mar 21	Mar 22	Resident conduct	Referred internally
21-0116	Mar 21	Mar 22	Resident conduct	Referred internally
21-0117	NC			
21-0118	Mar 21	Mar 22	Resident conduct	Referred to external entity
21-0119	Mar 22	Mar 26	Business conduct	Referred to external entity
21-0120	NC			
21-0121	Mar 26	Mar 26	Business conduct	Referred internally
21-0122	Mar 26	Mar 26	Illegal housing	Referred internally
21-0123	Mar 29	Apr 8	Illegal building	Referred internally
21-0124	Mar 29	Apr 8	Illegal housing	Referred internally
21-0125	Apr 4	Apr 6	Resident conduct	Referred internally
21-0126	Apr 6	Apr 6	Resident conduct	Referred internally
21-0127	Apr 6	Apr 6	Resident conduct	Referred internally
21-0128	Apr 7	Apr 8	Illegal construction	Referred internally
21-0129	Apr 7	Apr 16	City processes	Referred internally
21-0130	Apr 7	Apr 8	Resident conduct	Referred internally
21-0131	NC			
21-0132	NC			
21-0133	Apr 9	Apr 12	Business conduct	No action planned or taken
21-0134	NC			

21-0135	Apr 9	Apr 12	Business conduct	Referred internally
21-0136	Apr 10	Apr 12	Resident conduct	Referred internally
21-0137	Apr 10	Apr 12	Resident conduct	Referred internally
21-0138	Apr 11	Apr 23	Lease infraction	Insufficient evidence of wrongdoing
21-0139	Apr 12	Apr 13	Illegal parking	Referred internally
21-0140	NC			
21-0141	Apr 15	Apr 16	Garbage collection	Referred internally
21-0142	Apr 15	Apr 15	Resident conduct	Referred internally
21-0143	NC			
21-0144	Apr 16	Apr 16	Business conduct	Referred internally
21-0145	Apr 16	May 12	City processes	Vexatious or frivolous
21-0146	Apr 17	Apr 17	Business conduct	Referred internally
21-0147	Apr 21			
21-0148	Apr 22	Apr 22	Business conduct	Referred internally
21-0149	Apr 23	May 4	Resident conduct	Referred internally
21-0150	Apr 24	Apr 26	Resident conduct	Referred internally
21-0151			Duplicate	Duplicate
21-0152	Apr 26	May 26	Unclean facilities	Action planned or taken
21-0153	Apr 26	Apr 27	Resident conduct	Referred internally
21-0154	Apr 26	Apr 27	Resident conduct	Referred internally
21-0155	Apr 28	May 4	Property maintenance	Referred internally
21-0156	Apr 28	May 4	Resident conduct	Referred internally
21-0157	Apr 30	May 4	Property maintenance	Referred internally
21-0158	May	May 4	Resident conduct	Referred internally
21-0159	May	May 4	Resident conduct	Referred internally
21-0160	NC			
21-0161	NC			
21-0162	May	May 4	Resident conduct	Referred internally
21-0163	May	May 4	Resident conduct	Referred internally
21-0164	May 3	May 4	Resident conduct	Not related to City services
21-0165	May 4			
21-0166	May 4	May 5	Business conduct	Referred internally
21-0167	May 5	May 12	Resident conduct	Referred to external entity
21-0168	May 5	May 12	Resident conduct	Referred internally
21-0169	May 8	May 12	Property maintenance	Referred internally
21-0170	May 10	May 17	Business conduct	Referred internally
21-0171	NC			
21-0172	May 11	May 12	Resident conduct	Referred internally
21-0173	May 12	May 17	Resident conduct	Referred internally
21-0174	May 13	May 17	Property maintenance	Referred internally
21-0175	May 13	May 25	Property maintenance	Referred internally
21-0176	May 14	May 17	Staff conduct	Referred internally
21-0177	May 15	May 17	Resident conduct	Referred internally
21-0178	May 15	May 17	Property maintenance	Referred internally
21-0179	May 15	May 17	Resident conduct	Referred internally
21-0180	May 16	May 17	Resident conduct	Referred internally

21-0181	NC			
21-0182	May 17	May 25	Illegal building	Referred internally
21-0183	May 17	May 17	Resident conduct	Referred internally
21-0184	May 18	May 25	Illegal building	Referred internally
21-0185	May 22	May 27	Resident conduct	Referred internally
21-0186	May 23	May 27	Resident conduct	Referred internally
21-0187	May 24	May 27	Property maintenance	Referred internally
21-0188	May 27	May 31	Garbage collection	Action planned or taken
21-0189	May 27	May 31	Business conduct	Referred internally
21-0190	May 28	May 31	Resident conduct	Referred internally
21-0191	May 29	May 31	Resident conduct	Referred internally
21-0192	May 31	May 31	Business conduct	Referred internally

Complaints labeled "NC" were not completed by the complainants and required no investigation.

Complaints that are shown in italics were closed in June but still outstanding at the end of May 31, 2021.