

---

# Status Report on the Wrongdoing Hotline

---

Seven-Month Period Ended  
December 31, 2021

March 9, 2022

---



## 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. While the hotline was initially a pilot project, Council voted in 2018 to continue the hotline on a permanent basis to support accountability and transparency within the City.

This report summarizes the complaints received from June 1 to December 31, 2021 and provides comparative statistics for the same seven-month period in 2020. The next status report will be provided in June 2022.

## OBSERVATIONS

1. The volume of complaints received during the seven-month period ended December 31, 2021 decreased from 146 to 92. A significant number (72) of these complaints did not require a detailed investigation as they fell outside the scope of the hotline, could be referred to others, or could be closed because they lacked sufficient support or were vexatious or frivolous.
2. Thirteen active complaints were under investigation at the end of the seven-month periods ended December 31, 2021 compared to 14 at the end of December 31, 2020.
3. The City did not incur any external costs for investigations during the seven-month period ended December 31, 2021 as was the case with the previous period. Internal costs to conduct detailed investigations during the period ended December 31, 2021 were approximately \$7,500 versus \$11,000 in 2020.
4. Forty-eight of the 92 complaints that were received during this seven-month period came from identifiable individuals and 44 came from anonymous complainants.

## COMPLAINT STATISTICS

Complaint Source	7 months ended Dec 2020	7 months ended Dec 2021	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Total Complaints</b>	<b>161</b>	<b>116</b>	<b>16</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>15</b>	<b>21</b>	<b>16</b>
Incomplete complaints <sup>1</sup>	(15)	(22)	(6)	(4)	(3)	(3)	(1)	(3)	(2)
Tests and Duplicate Complaints	-	(2)	(1)	-	-	-	-	-	(1)
<b>Complaints Received</b>	<b>146</b>	<b>92</b>	<b>9</b>	<b>11</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>18</b>	<b>13</b>
Complaints Closed	(132)	(79)	(8)	(9)	(11)	(12)	(12)	(18)	(9)
<b>Active complaints under investigation</b>	<b>14</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>4</b>

<sup>1</sup> Represents abandoned complaints that were not submitted to the hotline.

<b>Management of Complaints Received</b>	<b>2020</b>	<b>2021</b>
<b>Complaints received in 7 months ended December 31</b>	<b>146</b>	<b>92</b>
Referred to Bylaw for review	(51)	(56)
Referred to 311	(8)	-
Referred to Building Services for review	(9)	(5)
Referred to external agency/legal authority	(9)	(4)
Unrelated to City services	(12)	-
Vexatious or frivolous	(12)	(1)
<b>Complaints subject to investigation</b>	<b>45</b>	<b>26</b>
Closed as insufficient or no evidence of wrongdoing found	(16)	(6)
Closed with no action planned or required	(4)	-
<b>Complaints subject to detailed investigation</b>	<b>25</b>	<b>20</b>
Complaints closed with action planned or taken (see table below)	(11)	(7)
<b>Active complaints under investigation at end of December</b>	<b>14</b>	<b>13</b>

#### **Closed Complaints with Action Planned or Taken at December 31, 2021**

<b>Complaint Number</b>	<b>Opened</b>	<b>Closed</b>	<b>Action Planned or Taken for Closed Complaints</b>
21-0244	Sep 14	Dec 3	Action was taken to prevent a reoccurrence of the concerns raised.
21-0246	Sep 20	Nov 16	Action was taken to ensure compliance with the Purchasing Bylaw.
21-0256	Sep 30	Nov 3	A response was provided to the requests for information.
21-0266	Oct 21	Oct 26	City records were updated to note the concerns raised.
21-0294	Dec 7	Dec 22	Direction was provided to contractors to ensure compliance with City policy.
21-0296	Dec 7	Dec 23	Instruction was provided to staff on the approved procedure for addressing parked cars during snow plowing operations.
21-0307	Dec 22	Dec 23	Staff replaced the resident's garbage can and left a note to explain why his garbage can was removed.

#### **Type of Complaints subject to detailed investigation between June 1, 2021 and December 31, 2021**

<b>Type of Complaint Subject to Investigation</b>	<b>Complaints Received</b>	<b>Complaints Closed</b>	<b>Active Complaints</b>
Staff	19	8	11
Members of Council	1	1	-
City Services	5	5	-
Contractors of City	2	1	1
Residents	48	47	1
Businesses	17	17	-
<b>Total</b>	<b>92</b>	<b>79</b>	<b>13</b>

Overview of Individual Complaints as at December 31, 2021

Complaint Number	Opened	Closed	Complaint/Allegation	Investigation Outcome
21-0193	Jun 1	Jun 8	Business conduct	Referred internally
21-0194	NC			
21-0195	NC			
21-0196	NC			
21-0197	NC			
21-0198	Test			
21-0199	Jun 11	Jun 15	Staff conduct	Insufficient evidence of wrongdoing
21-0200	Jun 11	Nov 30	Illegal construction	Referred internally
21-0201	Jun 11	June 15	Staff conduct	Insufficient evidence of wrongdoing
21-0202	Jun 12	Aug 20	Staff conduct	Insufficient evidence of wrongdoing
21-0203	NC			
21-0204	NC			
21-0205*	Jun 16		Staff conduct	
21-0206	Jun 20	Aug 8	Resident conduct	Referred internally
21-0207	Jun 22	Aug 8	Business conduct	Referred internally
21-0208	Jun 26	Aug 8	Resident conduct	Referred internally
21-0209	Jul 1	Aug 8	Resident conduct	Referred internally
21-0210*	Jul 5		Staff conduct	
21-0211	Jul 7	Jul 13	Property maintenance	Referred internally
21-0212	Jul 10	Jul 13	Noise complaint	Referred internally
21-0213	Jul 10	Nov 19	Infrastructure planning	Vexatious or frivolous
21-0214	Jul 10	Jul 13	Property maintenance	Referred internally
21-0215	NC			
21-0216*	Jul 14		Staff conduct	
21-0217	Jul 17	Jul 19	Illegal parking	Referred internally
21-0218	NC			
21-0219	NC			
21-0220	Jul 19	Jul 20	Tenant conduct	Referred internally
21-0221	Jul 20	Jul 21	Property maintenance	Referred internally
21-0222	Jul 25	Aug 8	Noise complaint	Referred internally
21-0223	NC			
21-0224	Aug 1	Aug 8	Alleged theft	Referred internally
21-0225	Aug 2	Nov 30	Illegal construction	Referred internally
21-0226	Aug 4	Aug 8	Parking ticket	Referred internally
21-0227	Aug 5	Aug 20	Noise complaint	Referred internally
21-0228	Aug 8	Aug 27	Bylaw response	Insufficient evidence of wrongdoing
21-0229*	Aug 11		Staff conduct	
21-0230	Aug 17	Aug 19	Resident conduct	Referred internally
21-0231	Aug 19	Aug 20	Illegal parking	Referred internally
21-0232	NC			
21-0233	Aug 20	Nov 30	Illegal apartment	Referred internally
21-0234	Aug 21	Aug 23	Property maintenance	Referred internally
21-0235	Aug 22	Aug 23	Illegal parking	Referred internally
21-0236	Aug 22	Nov 30	Illegal construction	Referred internally

21-0237	NC			
21-0238*	Aug 25		Staff conduct	
21-0239	NC			
21-0240	Sep 2	Dec 21	Illegal construction	Insufficient evidence of wrongdoing
21-0241*	Sep 3		City processes	
21-0242	Sep 12	Sep 18	Business conduct	Referred internally
21-0243	Sep 12	Dec 22	Erosion	Referred to external entity
21-0244	Sep 14	Dec 3	Staff conduct	Action Planned or Taken
21-0245	Sep 18	Sep 24	Property maintenance	Referred internally
21-0246	Sep 20	Nov 16	Staff conduct	Action planned or taken
21-0247	NC			
21-0248*	Sep 23		Staff conduct	
21-0249	Sep 23	Sep 23	Illegal parking	Referred internally
21-0250	NC			
21-0251	Sep 23	Sep 23	Property maintenance	Referred internally
21-0252	NC			
21-0253	Sep 26	Oct 12	Noise	Referred internally
21-0254	Sep 27	Oct 6	Business conduct	Referred internally
21-0255	Sep 30	Oct 8	Noise	Referred internally
21-0256	Sep 30	Nov 3	Staff conduct	Action Planned or Taken
21-0257	Oct 1	Oct 8	Business conduct	Referred internally
21-0258	Oct 3	Oct 8	Noise	Referred internally
21-0259	Oct 5	Oct 8	Business conduct	Referred internally
21-0260	Oct 6	Oct 7	Resident conduct	Referred to legal authority
21-0261	Oct 6	Oct 8	Business conduct	Referred internally
21-0262	Oct 7	Dec 17	Illegal construction	Insufficient evidence of wrongdoing
21-0263*	Oct 13		Staff conduct	
21-0264	Oct 17	Oct 18	Business conduct	Referred internally
21-0265	Oct 21	Oct 22	Business conduct	Referred internally
21-0266	Oct 21	Oct 26	Bylaw response	Action planned or taken
21-0267	Oct 22		Staff conduct	
21-0268	Oct 25	Oct 28	Business conduct	Referred internally
21-0269	NC			
21-0270	Oct 27	Oct 28	Business conduct	Referred internally
21-0271	Oct 28	Oct 28	Property maintenance	Referred internally
21-0272	Nov 3	Nov 3	Illegal building	Referred internally
21-0273	Nov 4	Nov 8	Resident conduct	Referred internally
21-0274	NC			
21-0275	Nov 4	Nov 8	Resident conduct	Referred to external entity
21-0276	Nov 5	Nov 5	Councilor conduct	Referred to legal entity
21-0277	Nov 6	Nov 8	Illegal dumping	Referred internally
21-0278	Nov 9	Nov 16	Illegal storage	Referred internally
21-0279	Nov 9	Nov 16	Property maintenance	Referred internally
21-0280	Nov 10	Nov 16	Illegal storage	Referred internally
21-0281	Nov 10	Nov 16	Illegal storage	Referred internally
21-0282	Nov 10	Nov 16	Noise complaint	Referred internally
21-0283	Nov 10	Nov 16	Garbage burning	Referred internally
21-0284	Nov 13	Nov 16	Business conduct	Referred internally

21-0285	NC			
21-0286	Nov 19	Nov 19	Illegal parking	Referred internally
21-0287	Nov 19	Nov 23	Noise complaint	Referred internally
21-0288	Nov 19	Nov 23	Unlicensed business	Referred internally
21-0289	Nov 22	Nov 23	Business conduct	Referred internally
21-0290	Nov 23	Nov 24	Business conduct	Referred internally
21-0291	NC			
21-0292	Nov 30	Dec 1	Resident conduct	Referred internally
21-0293	Dec 6	Dec 13	Trespass on City land	Referred internally
21-0294	Dec 7	Dec 22	Smoking on City property	Action planned or taken
21-0295	NC			
21-0296	Dec 7	Dec 23	Staff conduct	Action planned or taken
21-0297	Dec 12	Dec 13	Resident conduct	Referred internally
21-0298	Dec 12	Dec 29	Illegal parking	Referred internally
21-0299	NC			
21-0300	Dec 15	Dec 17	Off leash dog	Referred internally
21-0301	Dec 16		Staff parking policy	
21-0302	Dec 20	Dec 20	Construction without permits	Referred internally
21-0303	N/A	N/A	Duplicate complaint	
21-0304	Dec 21	Dec 22	Noise complaint	Referred internally
21-0305*	Dec 22		Snow plowing	
21-0306*	Dec 22		Sidewalk plowing	
21-0307	Dec 22	Dec 23	Garbage collection	Action planned or taken
21-0308*	Dec 31		Noise complaint	

**Complaints that were closed after December 31 are marked with an asterisk.**

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