
Annual Status Report on the Wrongdoing Hotline

For the Year Ended
May 31, 2022

June 6, 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.

This report summarizes the complaints received from June 1, 2021 to May 31, 2022, provides comparative statistics for the previous two years and discusses the costs and benefits of the Wrongdoing Hotline program.

OBSERVATIONS

1. As concerns about the pandemic eased, fewer complaints were received during the year ended May 31, 2022 than in the prior two years (178 in 2022 versus 292 in 2021).
2. Thirty-seven (or 21 percent) of the 178 complaints received during the year ended May 31, 2022 required a detailed investigation compared to 7% in 2021. The number of active complaints under investigation at the end of May 2022 was 13 compared to 8 in 2021.
3. The costs for investigations by third parties for the year ended May 31, 2022 were \$6,250 compared to \$8,286 compared in the previous year. The internal costs for managing investigations and administering the hotline were 49,500 in 2022 compared to \$65,000 in 2021.
4. The 178 complaints received during the year ended May 31, 2022 came from 93 identifiable individuals and 85 anonymous complainants. Four of the identifiable individuals filed more than one complaint.

SUMMARY OF COMPLAINTS

	Year Ended May 31		
	2020	2021	2022
Total complaints initiated	194	353	211
Tests	(10)	(2)	(1)
Incomplete complaints	(19)	(59)	(32)
Complaints received	165	292	178
Complaints closed	(158)	(284)	(165)
Active complaints not yet analyzed	7	8	13

DISPOSITION OF COMPLAINTS

	Year Ended May 31		
	2020	2021	2022
Complaints received	165	292	178
Complaints referred to other areas for review	(88)	(198)	(111)
Complaints unrelated to CGS	(11)	(13)	(2)
Vexatious or frivolous complaints	(1)	(10)	(5)
Duplicate complaints	(5)	(2)	(1)
Complaints subject to investigation	60	69	59
Insufficient or no evidence found that required action	(30)	(48)	(22)
Complaints which required detailed analysis	30	21	37
Closed with action planned or taken	(23)	(13)	(24)
Active complaints not yet analyzed	7	8	13

SUBJECT OF COMPLAINTS INVESTIGATED

Subject	Active Complaints at the End of May 31			Complaints that Required Action During Year Ended May 31		
	2020	2021	2022	2020	2021	2022
City Processes	2	3	1	5	5	7
City Contractor	1	0	1	1	1	2
City Staff	0	5	11	11	5	15
Public	4	0	0	6	2	0
Total	7	8	13	23	13	24

COMPLAINTS WHICH REQUIRED ACTION DURING THE YEAR ENDED MAY 31, 2022

Complaint	Opened	Closed	Action Planned or Taken for Closed Complaints
21-0205	Jun 16	Mar 3	An investigation was completed and actions were taken by management to address the conduct of staff.
21-0229	Aug 11	Jan 21	Follow up of the complaint confirmed that the issue raised had been addressed by taking appropriate action against the employee.
21-0244	Sep 14	Dec 3	Human resources completed an investigation. Appropriate action was taken to address the concerns raised in this complaint.
21-0246	Sep 20	Nov 16	An investigation was completed and actions were taken by management to address the concerns raised in this complaint.
21-0248	Sep 23	Feb 19	An investigation into the complaint was completed and action was taken to prevent a recurrence.
21-0256	Sep 30	Nov 3	Following an investigation into this complaint, management responded by email to the complainant's last request for information.
21-0263	Oct 13	Jan 21	An investigation has been conducted into the complaint and appropriate action has been taken to prevent any further non-compliance.
21-0266	Oct 21	Oct 26	Following an investigation the City's files have been updated to respond to the concerns raised by the complainant.
21-0294	Dec 7	Dec 22	An investigation was completed and action was taken to ensure future compliance with City policies for the workplace.
21-0296	Dec 7	Dec 23	Following an investigation, staff received direction on the approved process for addressing cars parked on local roads during snow plowing operations.
21-0305	Dec 22	Feb 23	Management reviewed the complaint with the operator to prevent a reoccurrence of the issue.
21-0306	Dec 22	Feb 21	Management reviewed the complaint and then added the location to a maintenance list for staff to address in the spring.
21-0307	Dec 22	Dec 23	After an investigation, the resident's garbage can was replaced and an apology was issued.
22-0004	Jan 4	Jan 10	The lights at the site have been identified for replacement with LED fixtures in the future pending available funds.
22-0023	Jan 23	Feb 13	An investigation was completed and appropriate action was taken to address non-compliance with the City's custodial use policy for vehicles.
22-0025	Jan 29	May 31	Management reviewed the complaint with staff to identify opportunities for improvement.
22-0026	Jan 31	Feb 22	Management reviewed the complaint and advised that the location would be added to a maintenance list for staff to address in the spring.

22-0029	Feb 3	Feb 12	Management conducted a detailed review and determined that the concerns raised had been diagnosed on a timely basis and that a long-term solution would be in place in the near future.
22-0030	Feb 6	May 31	Management reviewed the complaint and has identified opportunities to improve responsiveness to complaints.
22-0033	Feb 7	May 31	Management reviewed the complaint with staff to identify opportunities for improvement.
22-0054	Mar 9	May 9	Management has reviewed operating procedures to prevent a reoccurrence of the complaint.
22-0057	Mar 10	My 27	Staff followed up with the complainant and assisted with its resolution.
22-0081	May 4	May 7	Management reviewed the complaint and took actions to prevent a reoccurrence of the concerns raised.
22-0085	May 7	May 19	Management corresponded with the complainant to address his concerns.

OVERVIEW OF INDIVIDUAL COMPLAINTS RECEIVED DURING THE YEAR ENDED MAY 31, 2022

Complaint	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	Mar 3	Staff conduct	Action planned or taken
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	Jan 21	Staff conduct	Insufficient evident of wrongdoing
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	Jan 19	Staff conduct	Insufficient evident of wrongdoing
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		Property maintenance	
21-0222	Jul 25	Aug 8	Noise complaint	Referred internally
21-0223	NC			
21-0224	Aug 1	Aug 8	Alleged theft	

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	Jan 21	Staff conduct	Action planned or taken
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	Feb 19	Staff conduct	Insufficient evidence of wrongdoing
21-0239	NC			
21-0240	Sep 2	Dec 21	Illegal construction	Insufficient evidence of wrongdoing
21-0241	Sep 3	Jan 19	City processes	Insufficient evidence of wrongdoing
21-0242	Sep 12	Sep 18	Business conduct	Referred internally
21-0243	Sep 12	Dec 22	Erosion	Outside of City's jurisdiction
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	Feb 19	Staff conduct	Action planned or taken
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	Jan 21	Staff conduct	Action planned or taken
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	May 31	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	Feb 23	Snow plowing	Action planned or taken
21-0306	Dec 22	Feb 21	Sidewalk plowing	Action planned or taken
21-0307	Dec 22	Dec 23	Garbage collection	Action planned or taken
21-0308	Dec 31	Feb 19	Noise complaint	Referred internally
22-0001	Jan 2	Jan 12	Staff conduct	Insufficient evidence of wrongdoing
22-0002	NC			
22-0003	Jan 3	Feb 12	Noise complaint	Vexatious or frivolous
22-0004	Jan 4	Jan 10	Inefficient operations	Action planned or taken
22-0005	Jan 4		Policy violation	
22-0006	Jan 4	Jan 15	Illegal parking	Referred internally
22-0007	Jan 4	Jan 6	Resident conduct	Referred internally
22-0008	Jan 6	Jan 13	Illegal construction	Referred internally
22-0009	Jan 6	Jan 10	Illegal business	Referred internally
22-0010	Jan 10	Feb 18	Bylaw infraction	Referred internally
22-0011	Jan 14	Jan 23	Business conduct	Referred internally
22-0012	Jan 15	Jan 25	Business conduct	Referred internally
22-0013	Jan 15	Jan 25	Illegal construction	Referred internally
22-0014	NC			

22-0015	Jan 17	Jan 23	Health and safety	Referred to law enforcement or legal authority
22-0016	Jan 18	Jan 23	Health and safety	Referred to law enforcement or legal authority
22-0017	Jan 19	Jan 23	Sidewalk clearing	Insufficient evidence of wrongdoing
22-0018	Jan 19	Jan 23	Alleged theft or fraud	Insufficient evidence of wrongdoing
22-0019	NC			
22-0020	Jan 22	Jan 24	Snow clearing	Referred internally
22-0021	Jan 25	Jan 25	Resident conduct	Referred to legal authority
22-0022	Jan 26	Jan 27	Garbage disposal	Referred internally
22-0023	Jan 23	Feb 13	Use of City vehicle	Action planned or taken
22-0024	NC			
22-0025	Jan 29	May 31	Animal services	Action planned or taken
22-0026	Jan 31	Feb 22	Snow plowing	Action planned or taken
22-0027	Feb 3	Feb 3	Resident conduct	Referred internally
22-0028	NC			
22-0029	Feb 3	Feb 12	Maintenance process	Action planned or taken
22-0030	Feb 6	May 31	Bylaw services	Action planned or taken
22-0031	Feb 6	Feb 7	Business conduct	Action planned or taken
22-0032	Feb 6	May 6	Staff conduct	No action planned or taken
22-0033	Feb 7	May 31	Staff conduct	Action planned or taken
22-0034	NC			
22-0035	Feb 7	Feb 8	Dumping of snow	Referred internally
22-0036	Feb 9	Feb 12	Overcharging of rent	Insufficient evidence of wrongdoing
22-0037	NC			
22-0038	Feb 9	May 7	Staff conduct	No action planned or taken
22-0039	Feb 10	May 9	Illegal construction	Insufficient evidence of wrongdoing
22-0040	Feb 10	Feb 10	Dumping snow	Referred internally
22-0041	Feb 10	Mar 2	Living wage	Vexatious or frivolous
22-0042	Feb 11		Staff conduct	
22-0043	Feb 11		Staff conduct	
22-0044	Feb 11	Mar 2	Living wage	Vexatious or frivolous
22-0045	NC			
22-0046	Feb 12		Staff conduct	
22-0047	Feb 20	Feb 22	Resident conduct	Referred to legal authority or legal authority
22-0048	Feb 20	Feb 25	Noise complaint	Referred internally
22-0049	Feb 24	Feb 25	Snow clearing	Referred internally
22-0050	Feb 25	Mar 17	Resident conduct	Referred internally
22-0051	Feb 25	May 12	Snow plowing	No action planned or taken
22-0052	Mar 5		Excavating	
22-0053	Mar 8		Staff conduct	
22-0054	Mar 9	May 9	Staff conduct	Action planned or taken
22-0055	Mar 10	Mar 28	Contractor performance	Outside of the jurisdiction of the City
22-0056	Mar 10	Mar 13	Staff conduct	No action planned or taken
22-0057	Mar 10	May 27	Staff conduct	Action planned or taken
22-0058	Mar 16	Mar 30	By-law enforcement	Insufficient evidence of wrongdoing
22-0059	Mar 16			
22-0060	Mar 20	Mar 21	Resident conduct	Outside of the jurisdiction of the City
22-0061	Mar 23	Apr 22	Unleashed dog	Referred internally
22-0062	NC			
22-0063	Mar 29	Mar 30	Noise complaint	Referred internally

22-0064	NC			
22-0065	Apr 6	Apr 19	Property maintenance	Referred internally
22-0066	Apr 6		Improper use of City vehicle	
22-0067	Apr 7	Apr 11	Property maintenance	Referred internally
22-0068	Apr 8	May 31	Illegal parking	Referred internally
22-0069	Apr 8	Apr 11	Four wheeler usage	Referred internally
22-0070	Apr 11	Apr 12	Dog maintenance	Referred internally
22-0071	Apr 14	Apr 19	Noise complaint	Referred internally
22-0072	Apr 14	Apr 19	Property maintenance	Referred internally
22-0073	Apr 15	Apr 19	Property maintenance	Referred internally
22-0074	Apr 19	Apr 20	Noise complaint	Referred internally
22-0075	Apr 20	Apr 22	Noise complaint	No action planned or taken
22-0076	Apr 20	Apr 20	Noise complaint	Referred internally
22-0077	Apr 21	Apr 22	Illegal parking	Referred internally
22-0078	Apr 21	Apr 22	Blocked road	Referred internally
22-0079	Apr 27	Apr 27	Property maintenance	Referred internally
22-0080	May 3	May 5	Property maintenance	Referred internally
22-0081	May 4	May 7	Staff conduct	Action planned or taken
22-0082	May 4	May 31	Staff conduct	No action planned or taken
22-0083	May 5	May 5	Noise infraction	Referred internally
22-0084	May 6		Staff conduct	
22-0085	May 7	May 19	Road cleaning	Action planned or taken
22-0086	May 13	May 31	Open fires	Referred internally
22-0087	May 16	May 19	Animal control complaint	Referred internally
22-0088	May 19	May 19	Various	Vexatious and frivolous
22-0089	May 20	May 20	Illegal parking	Referred internally
22-0090	May 20	May 20	Noise complaint	Referred internally
22-0091	May 26		Unfair procurement	
22-0092	May 26	May 31	Illegal construction	Referred internally
22-0093	May 27	May 27	Property maintenance	Referred internally
22-0094	May 30	May 31	Animal control	Referred internally
22-0095	May 31		HR practices	

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