

---

Annual Status Report on the  
Wrongdoing Hotline

---

Final Report  
For the Year Ended  
May 31, 2023

June 5, 2023

---



## 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, 2022 to May 31, 2023, provides comparative statistics for the previous two years and discusses the costs and benefits of the Wrongdoing Hotline program.

## OBSERVATIONS

1. More complaints were received during the year ended May 31, 2023 than in the prior year (208 in 2023 as compared to 178 in 2022).
2. Twenty-four or 11.5% complaints received during the year ended May 31, 2023 required a detailed investigation compared to 20.8% in 2022. The number of active complaints under investigation at the end of May 2023 was 3 compared to 13 in 2022.
3. The costs for investigations by third parties for the year ended May 31, 2023 were \$4,000 as compared to \$6,250 in the previous year. The internal costs for managing investigations and administering the hotline were \$47,500 in 2023 compared to \$49,500 in 2022.
4. The 208 complaints received during the year ended May 31, 2023 came from 117 identifiable individuals and 91 anonymous complainants.

## SUMMARY OF COMPLAINTS

	Year Ended May 31		
	2021	2022	2023
Total complaints initiated	353	211	241
Tests	(2)	(1)	(1)
Incomplete complaints	(59)	(32)	(32)
Complaints received	292	178	208
Complaints closed	(284)	(165)	(205)
Active complaints not yet analyzed	8	13	3

## DISPOSITION OF COMPLAINTS

	Year Ended May 31		
	2021	2022	2023
Complaints received	292	178	208
Complaints referred to other areas for review	(198)	(111)	(136)
Complaints unrelated to CGS	(13)	(2)	(13)
Vexatious or frivolous complaints	(10)	(5)	(1)
Duplicate complaints	(2)	(1)	(3)
Complaints subject to investigation	69	59	55
Insufficient or no evidence found that required action	(48)	(22)	(32)
Complaints which required detailed analysis	21	37	23
Closed with action planned or taken	(13)	(24)	(20)
Active complaints not yet analyzed	8	13	3

## SUBJECT OF COMPLAINTS INVESTIGATED

Subject	Active Complaints at the End of May 31			Complaints that Required Action During Year Ended May 31		
	2021	2022	2023	2021	2022	2023
City Processes	3	1	1	5	7	6
City Contractor	0	1	1	1	2	1
City Staff	5	11	1	5	15	8
Public	0	0	0	2	0	5
<b>Total</b>	<b>8</b>	<b>13</b>	<b>3</b>	<b>13</b>	<b>24</b>	<b>20</b>

## COMPLAINTS WHICH REQUIRED ACTION DURING THE YEAR ENDED MAY 31, 2023

Complaint	Opened	Closed	Action Planned or Taken for Closed Complaints
22-0100	Jun 6	Jul 30	Action was taken to ensure the contractor was complying with all applicable law, health safety practices and smoking on site.
22-0110	Jun 20	July 30	Management reviewed the trip data and will follow up with the Bus Operator to further instill safe driving habits.
22-0114	Jun 28	Aug 15	Building Services responded with an inspection to address the concerns about safety.
22-0133	Aug 10	Dec 22	Action was taken to address the concern raised by the complainant.
22-0137	Aug 25	Dec 16	Management offered to assist the complainant.
22-0159	Sep 26	Dec 22	Management reviewed the complaint and took steps to address the concerns raised about staff.
22-0168	Oct 14	Feb 13	An inspection was planned by Building Services staff to address this concern.
22-0175	Oct 27	Dec 17	Management reviewed the complaint and revised the City's process.
22-0187	Nov 21	May 29	The City Manager clarified expectations for compliance with the customer service strategy.
22-0195	Dec 4	Dec 8	Management referred this complaint to Legal Services for review.
22-0198	Dec 12	Feb 10	An investigation identified a need to update the City's hiring policies to align with best practices.
22-0204	Dec 23	May 10	Staff provided maintenance and the complainant was encouraged to report instances of subsequent failures.
22-0208	Dec 30	Jan 3	Staff went to the complainant's address to assess opportunities for improvement.
23-0002	Jan 3	Mar 24	Management provided formal coaching to the staff member to prevent a reoccurrence of the concern.
23-0009	Jan 13	Apr 22	The absenteeism issue is being addressed in accordance with the collective bargaining agreement and Employee Handbook.
23-0024	Jan 31	Mar 31	Management provided formal coaching to the staff member to prevent a reoccurrence of the concern.
23-0062	Mar 27	May 11	Management has taken steps to address the concerns raised.
23-0084	Apr 17	May 11	Staff performed an initial maintenance and scheduled additional restoration maintenance activities to address the concern planned.
23-0085	Apr 19	May 11	Management will be addressing these concerns via a formal submission to the Landlord and Tenant Board.
23-0101	May 3	May 31	Procedures will be revised to address potential conflict of interest issues.

## OVERVIEW OF INDIVIDUAL COMPLAINTS RECEIVED DURING THE YEAR ENDED MAY 31, 2023

Complaint	Opened	Closed	Complaint/Allegation	Investigation Outcome
22-0096	NC			
22-0097	Jun 1	Jun 2	Property maintenance	Referred internally
22-0098	Jun 2	Jun 2	Property maintenance	Referred internally
22-0099	Jun 6	Jun 6	Noise complaint	Referred internally
22-0100	Jun 6	Jun 6	Contractor complaint	Action planned or taken
22-0101	Jun 6	Jun 8	Customer service	Insufficient evidence of wrongdoing
22-0102	Jun 8	Jun 8	Animal control	Referred internally
22-0103	Jun 9	Jun 13	Falsification of data	Referred to external entity
22-0104	Jun 11	Jun 16	Falsification of data	Outside jurisdiction of City
22-0105	Jun 14	Jun 16	Retail practices	Outside jurisdiction of City
22-0106	NC			
22-0107	NC			
22-0108	Jun 18	Dec 5	Falsification of data	Referred to external entity
22-0109	Jun 20	Sep 27	Property damage	Referred internally
22-0110	Jun 20	Jul 30	Bus operation	Action planned or taken
22-0111	Jun 21	Jun 27	Unsafe working practices	Outside jurisdiction of City
22-0112	NC			
22-0113	Jun 26	Jun 27	Councilor's conduct	Referred to Law enforcement
22-0114	Jun 28	Aug 15	Unsafe construction	Action planned or taken
22-0115	Jun 29	Dec 22	Unsafe parking	Referred internally
22-0116	Jul 8	Jul 12	Garbage collection	Referred internally
22-0117	Jul 12	Dec 22	Property access	Outside jurisdiction of City
22-0118	Jul 15	Aug 3	Culvert replacements	Insufficient evidence of wrongdoing
22-0119	Jul 19	Jul 20	Illegal camping	Referred internally
22-0120	Jul 20	Aug 2	Parking ticket	Referred internally
22-0121	Jul 20	Jul 20	Property maintenance	Referred internally
22-0122	Jul 24	Jul 27	Construction without a permit	Insufficient evidence of wrongdoing
22-0123	Jul 25	Feb 8	Staff conduct	No action planned or taken
22-0124	Jul 27	Jul 27	Noise complaint	Referred internally
22-0125	Jul 27	Jul 27	Resident conduct	Referred to law enforcement
22-0126	NC			
22-0127	Aug 2	Aug 9	Social housing	Insufficient evidence of wrongdoing
22-0128	Aug 2	Aug 3	Animal control	Referred internally
22-0129	Aug 4	Aug 4	Open fires	Referred internally
22-0130	Aug 4	Aug 5	Property maintenance	Referred internally
22-0131	Aug 4	Sep 27	Illegal parking	Referred internally
22-0132	Aug 6	Sep 27	Property maintenance	Referred internally
22-0133	Aug 10	Dec 22	Staff performance	Action Planned or Taken
22-0134	Aug 12	Aug 12	Trespass to property	Referred internally
22-0135	Aug 12	Aug 12	Animal control	Referred internally
22-0136	Aug 12	Aug 12	Harassment	Referred to Law enforcement
22-0137	Aug 15	Sep 27	Animal services infraction	Action planned or taken
22-0138	Aug 19	Aug 31	Property maintenance	Referred internally
22-0139	Aug 22	Aug 31	Residential driveway	Referred internally
22-0140	Aug 23	Aug 29	Dust control	Referred internally
22-0141	Aug 25	May 31	Non-conforming driveway	No action planned or taken
22-0142	Aug 25	Aug 30	Illegal parking	Referred internally
22-0143	Aug 25	Sep 1	Property maintenance	Referred internally

22-0144	Aug 31	Aug 31	Falsification of data	Referred to law enforcement
22-0145	Aug 31	Sep 1	Noise complaint	Referred internally
22-0146	Sep 12	Sep 26	Garbage and recycling	Insufficient evidence of wrongdoing
22-0147	Sep 14	Sep 26	Election conduct	Referred internally
22-0148	Sep 15	Sep 26	Drain problems	Outside jurisdiction of City
22-0149	Sep 15	Sep 16	Mold	Outside jurisdiction of City
22-0150	Sep 16	Dec 17	Noise complaint	Referred internally
22-0151	NC			
22-0152	Sep 18	Sep 26	Noise complaint	Referred internally
22-0153	NC			
22-0154	Sep 19	Sep 26	Drain problems	Referred internally
22-0155	Sep 21	Sep 26	Obstruction of view	Referred internally
22-0156	Sep 21	Sep 26	Obstruction of view	Referred internally
22-0157	Sep 21	Sep 26	Obstructed sidewalk	Referred internally
22-0158	Sep 23	Sep 26	Unethical conduct	Outside jurisdiction of City
22-0159	Sep 21	Dec 22	Staff conduct	Action planned or taken
22-0160	NC			
22-0161	Sep 27	Feb 8	Staff conduct	Outside jurisdiction of City
22-0162	Oct 3	Jan 13	Social assistance	Referred to external entity
22-0163	Oct 3	Oct 13	Noise complaint	Referred internally
22-0164	Oct 3	Oct 4	Noise complaint	Referred internally
22-0165	Oct 3	Oct 4	Noise complaint	Referred internally
22-0166	Oct 3	Oct 13	Illegal parking	Referred internally
22-0167	Oct 13	Dec 17	Violation of purchasing bylaw	Insufficient evidence of wrongdoing
22-0168	Oct 14	Feb 13	Illegal occupancy	Action planned or taken
22-0169	Oct 15	Oct 17	Illegal business	Referred internally
22-0170	Oct 20	Oct 28	Construction without a permit	Referred internally
22-0171	Oct 21	Dec 21	Illegal dumping	Referred internally
22-0172	Oct 22	Feb 13	Staff conduct	Insufficient evidence of wrongdoing
22-0173	NC			
22-0174	Oct 26	Nov 28	Lease violation	Insufficient evidence of wrongdoing
22-0175	Oct 27	Dec 17	Inefficient processes	Action planned or taken
22-0176	Oct 27	Dec 5	Staff conduct	Insufficient evidence of wrongdoing
22-0177	Oct 27	Oct 28	Abandoned vehicle	Referred internally
22-0178	Oct 27	Oct 28	Littering	Referred internally
22-0179	Oct 27	Oct 28	Sewer complaint	Referred internally
22-0180	Nov 9	Nov 16	Illegal construction	Referred internally
22-0181	NC			
22-0182	Nov 14	Nov 16	Illegal parking	Referred internally
22-0183	Nov 18	Nov 18	Lack of timely response	No action planned or taken
22-0184	Nov 18	Nov 30	Illegal parking	Referred internally
22-0185	Nov 19	Jan 13	Snow clearing	Referred internally
22-0186	Nov 21	Feb 10	Unsafe emergency vehicles	Insufficient evidence of wrongdoing
22-0187	Nov 21	May 29	Staff conduct	Action planned or taken
22-0188	Nov 21	Nov 30	Noise complaint	Referred internally
22-0189	Nov 23	Dec 22	Unsafe road	Insufficient evidence of wrongdoing
22-0190	Nov 25	Dec 22	Staff conduct	No action planned or taken
22-0191	NC			

22-0192	Nov 28	Dec 3	Smoking in complainant's car	Not related to City services
22-0193	Dec 2	Dec 5	Smoking	Complaint referred to external entity
22-0194	Dec 2	Jan 23	Driveway culvert complaint	Insufficient evidence of wrongdoing
22-0195	Dec 4	Dec 8	Violation of agreement	Action planned or taken
22-0196	Dec 8	Dec 14	Snow clearing	Referred internally
22-0197	Dec 8	Dec 14	Property maintenance	Referred internally
22-0198	Dec 12	Feb 10	Staff conduct	Action planned or taken
22-0199	Dec 16	Dec 19	Illegal burning	Referred internally
22-0200	Dec 17	Dec 19	Illegal parking	Referred internally
22-0201	Dec 17	Dec 19	Off leash dogs	Referred internally
22-0202	Dec 20	Dec 20	Noise complaint	Referred internally
22-0203	Dec 20	Dec 20	Noise complaint	Referred internally
22-0204	Dec 23	May 10	Snow plowing	Action Planned or Taken
22-0205	NC			
22-0206	Dec 27	May 10	Snow clearing	Referred internally
22-0207	NC			
22-0208	Dec 30	Jan 3	Snow plowing	Action Planned or Taken
23-0001	Jan 2	Jan 9	Building standard violations	No Action Planned or Taken
23-0002	Jan 3	Mar 24	Staff conduct	Action Planned or Taken
23-0003	Jan 5	Apr 22	Snow plowing	Insufficient evidence of wrongdoing
23-0004	Jan 6	Jan 6	Noise complaint	Referred internally
23-0005	NC			
23-0006	Jan 12	Mar 16	Noise complaint	Referred internally
23-0007	Jan 12	Jan 13	Noise complaint	Referred internally
23-0008	NC			
23-0009	Jan 13	Apr 22	Staff conduct	Action Planned or Taken
23-0010	Jan 15	Jan 16	Property condition	Referred internally
23-0011	Jan 16	Jan 31	Trail obstruction	Referred internally
23-0012	Jan 16	Jan 19	Noise complaint	No Action Planned or Taken
23-0013	Jan 17	Jan 19	Littering	Referred internally
23-0014	NC			
23-0015	Jan 20	Jan 24	Snow clearing	Referred internally
23-0016	Jan 23	May 10	Contractor performance	Referred internally
23-0017	Jan 23	Jan 24	Staff conduct	No Action Planned or Taken
23-0018	NC			
23-0019	Jan 25	May 30	Staff conduct	Insufficient evidence of wrongdoing
23-0020	Jan 26	Jan 30	Snow clearing	Referred internally
23-0021	Jan 26	Jan 30	Housing	Referred internally
23-0022	Jan 29	Jan 30	Illegal parking	Referred internally
23-0023	Jan 30	May 10	Snow clearing	Referred internally
23-0024	Jan 31	Mar 31	Staff conduct	Action Planned or Taken
23-0025	Jan 31	Jan 31	Snow dumping	Referred internally
23-0026	Feb 1	Feb 1	Snow dumping	Referred internally
23-0027	Feb 4	Feb 14	Blue box collection	Referred internally
23-0028	Feb 6	Feb 6	Noise complaint	Referred internally

23-0029	Feb 9	May 25	Garbage collection	Referred internally
23-0030	Feb 15	Apr 22	Landfill operation	Vexatious or frivolous
23-0031	Feb 16	Feb 22	Animal controls	Referred internally
23-0032	Feb 17	May 10	Speeding	Referred internally
23-0033	Feb 17	Feb 22	Illegal parking	Referred internally
23-0034	Feb 19	Feb 22	Noise complaint	Referred internally
23-0035	Feb 23	Feb 24	Snow removal	Referred internally
23-0036	Feb 23	Feb 24		No Action Planned or Taken
23-0037	Feb 24	May 31	Staff conduct	Insufficient evidence of wrongdoing
23-0038	Feb 25	Apr 22	Staff conduct	Insufficient evidence of wrongdoing
23-0039	Feb 27	Mar 31	Staff conduct	Insufficient evidence of wrongdoing
23-0040	NC			
23-0041	Mar 1	Mar 6	Illegal parking	Referred internally
23-0042	Mar 3	Apr 22	Staff conduct	Insufficient evidence of wrongdoing
23-0043	Mar 5	Mar 6	Noise complaint	Referred internally
23-0044	Mar 6	Mar 6	Animal control	Referred internally
23-0045	Mar 7	May 31	Animal control	Referred internally
23-0046	Mar 7	Mar 7	Noise complaint	Referred internally
23-0047	Mar 7	Mar 7	Animal control	Referred internally
23-0048	Mar 7	Apr 22	Snowmobiles	Referred to law enforcement or legal authority
23-0049	Mar 10	Mar 13	Animal control	Referred internally
23-0050	Mar 11	Mar 16	Smells complaint	No Action Planned or Taken
23-0051	Mar 13	Mar 16	Noise complaint	Referred internally
23-0052	Mar 14	May 31	Staff conduct	Insufficient evidence of wrongdoing
23-0053	Mar 15	Mar 16	Littering	Referred internally
23-0054	Mar 15	Mar 16	Property maintenance	Referred internally
23-0055	Mar 17	Apr 22	Property maintenance	Referred internally
23-0056	Mar 24	Mar 27	Property maintenance	Referred internally
23-0057	Duplicate			
23-0058	Mar 24	Apr 22	Noise complaint	Referred internally
23-0059	Mar 24	Mar 27	Light pollution	Referred internally
23-0060	Mar 24		Contracting	
23-0061	Mar 24	Mar 29	Noise complaint	Referred internally
23-0062	Mar 27	May 11	Fraud allegation	Action Planned or Taken
23-0063	NC			
23-0064	Apr 2	Apr 3	Snow clearing	No Action Planned or Taken
23-0065	Duplicate			
23-0066	Apr 4	Apr 4	Noise complaint	Referred internally
23-0067	NC			
23-0068	Apr 5	Apr 5	Noise complaint	Referred internally
23-0069	Apr 5	Apr 5	Property maintenance	No Action Planned or Taken
23-0070	NC			
23-0071	Apr 5	Apr 6	Snow removal	Referred internally
23-0072	Apr 6	Apr 11	Illegal parking	Referred internally
23-0073*	Apr 10		Staff conduct	

23-0074	Apr 11	Apr 11	Smells complaint	Referred internally
23-0075	Apr 11	Apr 11	Animal control	Referred internally
23-0076	Apr 11	Apr 11	Bylaw violation	Referred internally
23-0077	Apr 11	Apr 22	Bylaw violation	Referred internally
23-0078	Apr 11	Apr 19	Unrelated to City services	Not related to City services
23-0079	Apr 13	Apr 25	Illegal parking	Referred internally
23-0080	Apr 14	May 23	Noise complaint	Referred internally
23-0081	Apr 16	Apr 21	Burning	Referred internally
23-0082	Apr 16	Apr 25	Property maintenance	Referred internally
23-0083	Apr 17	May 10	Conflict of interest	No Action Planned or Taken
23-0084	Apr 17	May 11	Damage to property	Action Planned or Taken
23-0085	Apr 19	May 11	Noise complaint	Action Planned or Taken
23-0086	Apr 19	May 10	Property condition	Referred internally
23-0087	NC			
23-0088	NC			
23-0089	Apr 20	Apr 25	Illegal parking	Referred internally
23-0090	NC			
23-0091	NC			
23-0092	Apr 21	Apr 25	Bylaw violation	Referred internally
23-0093	Apr 21	Apr 25	Bylaw violation	Referred internally
23-0094	Apr 22	Apr 22	Test	No action planned or taken
23-0095	Apr 24	May 5	Noise complaint	Referred internally
23-0096	Apr 24	May 3	Property maintenance	Referred internally
23-0097	Apr 24	May 23	Property maintenance	Referred internally
23-0098	Apr 25	Apr 28	Illegal parking	Referred internally
23-0099	Apr 25	May 10	Bylaw violation	Referred internally
23-0100	NC			
23-0101	May 3	May 31	Staff conduct	Action planned or taken
23-0102	May 4	May 10	Property management	Referred internally
23-0103	NC			
23-0104	NC			
23-0105	May 8	May 23	Animal controls	Referred internally
23-0106	NC			
23-0107	NC			
23-0108	NC			
23-0109	May 10	May 30	Trapping	Insufficient evidence of wrongdoing
23-0110	May 10	May 10	Property maintenance	Referred internally
23-0111	May 10	May 10	Property maintenance	Referred internally
23-0112	May 10	May 23	Entertainment	Referred internally
23-0113	May 10	May 23	Unlicensed business	Referred internally
23-0114*	May 12		<i>Integrity Commissioner</i>	
23-0115	May 12	May 23	Property maintenance	Referred internally
23-0116	May 13	May 30	Dirt bike in park	Not related to City services
23-0117	NC			
23-0118	May 15	May 16	Councilor conduct	Referred internally
23-0119	Duplicate			



23-0120	May 16	May 30	Property maintenance & Noise	Referred internally
23-0121	May 16	May 30	Property maintenance & Noise	Referred internally
23-0122	May 16	May 30	Illegal boarding house	Referred internally
23-0123	May 19	May 30	Social assistance	Referred internally
23-0124	May 19	May 19	Social assistance	Referred to law enforcement
23-0125	May 20	May 29	Illegal parking	Referred internally
23-0126	May 23	May 29	Parking maintenance	Referred internally
23-0127	May 26	May 30	Dangerous driving	Not related to City services
23-0128	May 28	May 29	Construction risk	Insufficient evidence of wrong doing

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

***Complaints with an asterisk in italics text were closed in June 2023.***