

## OBSERVATIONS

1. The volume of complaints received during the seven-month period ended December 31, 2024 declined from 156 to 136. A significant number of these complaints (76) did not require a detailed investigation as they were related to services provided by Bylaw Services, Building Services and other service providers that were outside of the City's jurisdiction.
2. Twenty-six complaints were under investigation at the end of the seven-month period ended December 31, 2024 compared to 14 on December 31, 2023.
3. During the current 7-month period, the City incurred no expenses for external investigations as compared to \$7,500 for the previous period ended December 31, 2023. Internal costs to conduct detailed investigations during the period ended December 31, 2023 were approximately \$34,000 versus \$49,000 in 2023 as a result of the two serious allegations that were investigated in 2023.
4. Ninety-two of the 136 complaints that were received during the seven-months ended December 31, 2024 came from identifiable individuals and 44 came from anonymous complainants.

## COMPLAINT STATISTICS

Complaint Source	7 months ended Dec 2023	7 months ended Dec 2024	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Total Complaints</b>	<b>180</b>	<b>161</b>	<b>25</b>	<b>27</b>	<b>26</b>	<b>26</b>	<b>19</b>	<b>16</b>	<b>22</b>
Incomplete complaints <sup>1</sup>	(22)	(25)	(4)	(4)	(8)	(3)	(2)	(1)	(3)
Tests	(2)	-	-	-	-	-	-	-	-
<b>Complaints Received</b>	<b>156</b>	<b>136</b>	<b>21</b>	<b>23</b>	<b>18</b>	<b>23</b>	<b>17</b>	<b>15</b>	<b>19</b>
Complaints Closed	(142)	110	(15)	(19)	(16)	(21)	(16)	(11)	(12)
<b>Complaints Open</b>	<b>14</b>	<b>26</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>7</b>

Management of Complaints Received	2023	2024
<b>Complaints received in 7 months ended December 31</b>	<b>156</b>	<b>136</b>
Referred to Bylaw Services	(79)	(47)
Referred to Fire Services	-	(4)
Referred to 311 or Management	(6)	(9)
Referred to Building Services	(7)	(5)
Referred to External Agency	-	(1)
Outside of the City's jurisdiction	(5)	(10)
<b>Complaints subject to detailed investigation</b>	<b>59</b>	<b>60</b>
Vexatious complaints dismissed	-	(2)
Closed as insufficient or no evidence of wrongdoing found	(20)	(10)
Closed with no action planned or required	(9)	(4)
<b>Complaints potentially requiring action to be taken</b>	<b>30</b>	<b>44</b>
Complaints closed with action planned or taken (see table below)	(16)	(18)
<b>Open complaints under investigation at end of December</b>	<b>14</b>	<b>26</b>

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

**Closed Complaints with Action Planned or Taken at December 31, 2024:**

Complaint Number	Opened	Closed	Action Planned or Taken for Closed Complaints
24-0103	Jun 3	Nov 14	Management clarified the expectations for customer service to the contractor.
24-0138	Jul 18	Jul 22	Management reminded contract staff of workplace rules of conduct.
24-0147	Jul 31	Nov 12	Management agreed to advise the employee of the policy requirements for the use of City vehicles.
24-0161	Aug 14	Aug 15	Management conducted a review and provided a refund to the customer.
24-0166	Aug 17	Oct 21	Management agreed to take steps to avoid a reoccurrence.
24-0168	Aug 21	Oct 12	Staff reviewed the complaint and addressed both of the concerns raised.
24-0170	Aug 25	Oct 26	Staff provided education to the resident on the garbage collection interval.
24-0174	Aug 29	Sep 4	Management agreed to investigate the concerns raised and to report them to an external agency if appropriate.
24-0178	Sep 5	Sep 20	Management reviewed this complaint and identified steps to improve interactions with residents at work sites.
24-0179	Sep 1	Nov 12	Management reviewed the complaint and provided coaching to improve customer service.
24-0180	Sep 7	Nov 12	Management scheduled a meeting with the contractor to discuss the incident and corrective actions to prevent a reoccurrence.
24-0181	Sep 10	Oct 1	Management reviewed the complaint and provided coaching to the employee to prevent a reoccurrence.
24-0188	Sep 21	Sep 21	A follow-up audit of fleet services has been scheduled for 2025 to review the use of City vehicles.
24-0196	Sep 26	Nov 11	Management addressed the issues identified in the complaint.
24-0199	Sep 29	Oct 8	Management will communicate with staff to remind them of service level expectations.
24-0208	Oct 10	Oct 15	Management will take corrective action to prevent a reoccurrence of the concern identified.
24-0213	Oct 19	Oct 28	An investigation has been completed and steps have been taken to prevent a reoccurrence of the concerns identified.
24-0225	Nov 14	Nov 15	Management reviewed the complaint and provided coaching to the employee to prevent a reoccurrence

**Type of Complaints subject to detailed investigation between June 1 and December 31:**

Type of Complaint	Complaints Received		Complaints Closed		Active Complaints	
	2023	2024	2023	2024	2023	2024
Staff	24	44	18	21	7	23
City Services/Processes	23	10	19	9	3	1
Contractors of City	2	8	1	7	1	1
Residents	88	67	85	66	3	1
Businesses	19	7	19	7	-	-
<b>Total</b>	<b>156</b>	<b>136</b>	<b>142</b>	<b>110</b>	<b>14</b>	<b>26</b>

**Overview of Individual Complaints received between June 1 and December 31, 2024:**

<b>Complaint Number</b>	<b>Opened</b>	<b>Closed</b>	<b>Complaint/Allegation</b>	<b>Investigation Outcome</b>
24-0097	Jun 2	Jun 3	Noise complaint	Referred internally
24-0098	Jun 2	Jun 3	Noise complaint	Referred internally
24-0099	Jun 3	Jun 3	Bill for property cleanup	Referred internally
24-0100	Jun 3	Jun 5	Property maintenance	Referred internally
24-0101	Jun 3	Jun 26	Property maintenance	Referred internally
24-0102	Jun 3		Staff conduct	
24-0103	Jun 3	Nov 14	Customer service	Action planned or taken
24-0104	Jun 3	Nov 12	Customer service	Insufficient evidence of wrongdoing
24-0105	Jun 3	Jun 10	Burning complaint	Referred internally
24-0106	Jun 3	Jun 20	Property maintenance	Referred internally
24-0107	Jun 3	Jun 14	Trail maintenance	Referred internally
24-0108	Jun 3		Staff conduct	
24-0109	NC			
24-0110	Jun 3		Staff conduct	
24-0111	NC		Staff conduct	
24-0112	Jun 18		Staff conduct	
24-0113	Jun 19		Staff conduct	
24-0114	NC			
24-0115	Jun 26	Jul 4	Property maintenance	Referred internally
24-0116	Jun 27	Oct 28	Contract administration	Outside the City's jurisdiction
24-0117	Jun 27	Jul 4	Littering	Referred internally
24-0118	NC			
24-0119	Jun 28		Staff conduct	
24-0120	Jun 28	Jul 2	Building without a permit	Referred internally
24-0121	Jun 28	Jul 2	Building without a permit	Referred internally
24-0122	Jul 2		Staff conduct	
24-0123	Jul 3	Jul 5	Income reporting	Insufficient evidence of wrongdoing
24-0124	Jul 3	Jul 20	Noise complaint	Referred internally
24-0125	NC			
24-0126	Jul 4	Jul 5	Illegal parking	Referred internally
24-0127	Jul 6	Jul 7	Threats of harm	Outside the City's jurisdiction
24-0128	Jul 7	Jul 8	Illegal burning	No action planned or taken
24-0129	Jul 8	Jul 9	Service level complaint	No action planned or taken
24-0130	Jul 9	Jul 9	Property maintenance	Referred internally
24-0131	NC			
24-0132	NC			
24-0133	Jul 12		Staff conduct	
24-0134	Jul 12		Staff conduct	
24-0135	Jul 16	Sep 16	Rental agreement violation	Insufficient evidence of wrongdoing
24-0136	NC			
24-0137	Jul 17	Jul 24	Illegal tree cutting	Referred internally
24-0138	Jul 18	Jul 22	Alleged assault	Action planned or taken
24-0139	Jul 18	Jul 20	Tenant agreement violation	Referred internally
24-0140	Jul 19	Jul 19	Illegal burning	Referred internally
24-0141	Jul 20	Oct 26	Illegal business	Referred internally

24-0142	Jul 25	Jul 26	Illegal burning	Referred internally
24-0143	Jul 28	Jul 29	Noise complaint	Referred internally
24-0144	Jul 28	Jul 29	Illegal camping	Referred internally
24-0145	Jul 28	Jul 29	Illegal business	Referred internally
24-0146	Jul 30		Staff conduct	
24-0147	Jul 31	Nov 12	Staff conduct	Action planned or taken
24-0148	Jul 31	Aug 7	Illegal parking	Referred internally
24-0149	NC			
24-0150	NC			
24-0151	Aug 5	Oct 28	Unsafe parking	No action planned or taken
24-0152	Aug 5	Aug 7	Illegal dumping	Referred internally
24-0153	Aug 5	Nov 8	Property maintenance	Referred internally
24-0154	NC			
24-0155	Aug 8		Site plan control	
24-0156	Aug 10	Aug 14	Noise complaint	Referred internally
24-0157	NC			
24-0158	NC			
24-0159	NC			
24-0160	Aug 14	Aug 14	Noise complaint	Referred internally
24-0161	Aug 14	Aug 15	Poor customer service	Action planned or taken
24-0162	Aug 14	Aug 14	Illegal burning	Referred internally
24-0163	Aug 15	Aug 19	Property maintenance	Referred internally
24-0164	NC			
24-0165	Aug 17		Staff conduct	
24-0166	Aug 17	Oct 21	Staff conduct	Action planned or taken
24-0167	Aug 18	Aug 19	Parking violation	Referred internally
24-0168	Aug 21	Oct 12	Animal shelter webpage	Action planned or taken
24-0169	Aug 21		Staff conduct	
24-0170	Aug 25	Oct 26	Property maintenance	Action planned or taken
24-0171	NC			
24-0172	Aug 26	Nov 19	Littering	Insufficient evidence of wrongdoing
24-0173	Aug 28	Aug 29	Illegal parking	Referred internally
24-0174	Aug 29	Sep 4	Illegal activity	Action planned or taken
24-0175	Sep 1	Sep 5	Health issues with apartment	Referred internally
24-0176	Sep 3	Oct 26	Noise complaint	Referred internally
24-0177	Sep 3	Sep 5	Illegal activity	Outside the City's jurisdiction
24-0178	Sep 5	Sep 20	Staff conduct	Action planned or taken
24-0179	Sep 7	Nov 12	Staff conduct	Action planned or taken
24-0180	Sep 7	Nov 12	Contractor conduct	Action planned or taken
24-0181	Sep 10	Oct 1	Staff conduct	Action planned or taken
24-0182	Sep 12		Staff conduct	
24-0183	NC			
24-0184	Sep 17	Sep 19	Private dispute	Outside the City's jurisdiction
24-0185	NC			
24-0186	Sep 20	Sep 21	Noise complaint	Referred internally
24-0187	Sep 20	Sep 23	Burning complaint	Referred internally
24-0188	Sep 21	Sep 21	Use of City vehicle	Action planned or taken
24-0189	Sep 22	Oct 1	Illegal parking	Referred internally
24-0190	Sep 23	Sep 23	Garbage disposal	Referred internally
24-0191	Sep 23	Sep 23	Integrity Commissioner's actions	Outside the City's jurisdiction

24-0192	Sep 23		Salaries of staff	
24-0193	Sep 24	Nov 20	Staff conduct	Insufficient evidence of wrongdoing
24-0194	NC			
24-0195	Sep 26	Nov 19	Staff conduct	Insufficient evidence of wrongdoing
24-0196	Sep 26	Nov 11	Service quality	Action planned or taken
24-0197	Sep 26	Oct 26	Illegal dumping	Referred internally
24-0198	Sep 28	Oct 5	Noise complaint	Referred internally
24-0199	Sep 29	Oct 8	Staff conduct	Action planned or taken
24-0200	Sep 30	Oct 1	Animal control	Referred internally
24-0201	Oct 2	Oct 4	Unsafe building	Referred internally
24-0202	Oct 3	Oct 4	Non-compliant fence	Referred internally
24-0203	Oct 3	Oct 4	Animal control	Referred internally
24-0204	Oct 3	Oct 4	Illegal dumping	Referred internally
24-0205	Oct 5	Oct 26	Property management	Referred internally
24-0206	NC			
24-0207	Oct 10	Oct 21	Green box collection	No action planned or taken
24-0208	Oct 10	Oct 15	Staff conduct	Action planned or taken
24-0209	NC			
24-0210	Oct 16	Oct 17	Illegal parking	Referred internally
24-0211	Oct 16	Oct 17	Property maintenance	Referred internally
24-0212	Oct 16	Oct 12	Illegal dumping	Referred internally
24-0213	Oct 19	Oct 28	Staff conduct	Action planned or taken
24-0214*	Oct 23		Road ditching	
24-0215	Oct 25	Oct 28	Property maintenance	Referred internally
24-0216	Oct 28	Dec 11	Tree cutting	Referred internally
24-0217	Oct 29		Unsafe private job site	Outside the City's jurisdiction
24-0218	Oct 29	Oct 30	Building without a permit	Referred internally
24-0219	Oct 30	Nov 4	Illegal activity	Outside the City's jurisdiction
24-0220	Nov 7		Contractor conduct	
24-0221	Nov 7	Nov 18	Staff conduct	Insufficient evidence of wrongdoing
24-0222	Nov 7	Nov 19	Service level complaint	Outside the City's jurisdiction
24-0223*	Nov 8		Staff conduct	
24-0224	Nov 11	Nov 12	Service level complaint	Referred internally
24-0225	Nov 14	Nov 15	Service level complaint	Action planned or taken
24-0226	Nov 15	Dec 27	Staff conduct	Insufficient evidence of wrongdoing
24-0227	NC			
24-0228	Nov 20	Nov 20	Illegal activity	Outside the City's jurisdiction
24-0229	Nov 21	Nov 26	Illegal activity	Referred to external agency
24-0230	Nov 21		Staff conduct	
24-0231	Nov 22		Staff conduct	
24-0232	Nov 25	Nov 26	Garbage disposal	Referred internally
24-0233	Nov 25	Nov 30	Parking enforcement	Referred internally
24-0234	Nov 28	Dec 2	Bylaw enforcement	Referred internally
24-0235	Nov 30	Nov 30	Retail complaint	Outside the City's jurisdiction
24-0236	Dec 1	Dec 2	Animal control	Referred internally
24-0237	Dec 2	Dec 11	Road maintenance	Insufficient evidence of wrongdoing
24-0238	Dec 3		Staff conduct	
24-0239	Dec 3	Dec 10	Noise complaint	Referred internally
24-0240	Dec 3	Dec 11	Illegal dumping	Referred internally

24-0241	NC			
24-0242	NC			
24-0243	Dec 7	Dec 27	Illegal apartment	Referred internally
24-0244	Dec 8	Dec 8	Snowplowing	Vexatious
<i>24-0245*</i>	<i>Dec 10</i>		<i>Staff conduct</i>	
24-0246	Dec 10	Dec 10	Illegal activity	Vexatious
24-0247	Dec 10		Staff conduct	
24-0248	Dec 11	Dec 13	Illegal parking	Referred internally
24-0249	Dec 11	Dec 13	Illegal parking	Referred internally
24-0250	Dec 12	Dec 13	Illegal building	Referred internally
24-0251	Dec 12	Dec 13	Snow clearing	Referred internally
<i>24-0252*</i>	<i>Dec 20</i>		<i>Illegal building</i>	
24-0253	NC			
<i>24-0254*</i>	<i>Dec 24</i>		<i>Staff conduct</i>	
24-0255	Dec 24		Snowplowing	
<i>24-0256*</i>	<i>Dec 24</i>		<i>Unsafe driving</i>	
24-0257	Dec 24	Dec 31	Illegal parking	Referred internally

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

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