

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
Total Complaints	180	161	25	27	26	26	19	16	22
Incomplete complaints ¹	(22)	(25)	(4)	(4)	(8)	(3)	(2)	(1)	(3)
Tests	(2)	-	-	-	-	-	-	-	-
Complaints Received	156	136	21	23	18	23	17	15	19
Complaints Closed	(142)	110	(15)	(19)	(16)	(21)	(16)	(11)	(12)
Complaints Open	14	26	6	4	2	2	1	4	7

Management of Complaints Received	2023	2024
Complaints received in 7 months ended December 31	156	136
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)
Complaints subject to detailed investigation	59	60
Vexatious complaints dismissed	-	(2)
Closed as insufficient or no evidence of wrongdoing found	(20)	(10)
Closed with no action planned or required	(9)	(4)
Complaints potentially requiring action to be taken	30	44
Complaints closed with action planned or taken (see table below)	(16)	(18)
Open complaints under investigation at end of December	14	26

¹ 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	-	-
Total	156	136	142	110	14	26

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

Complaint Number	Opened	Closed	Complaint/Allegation	Investigation Outcome
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
24-0245*	<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
24-0252*	<i>Dec 20</i>		<i>Illegal building</i>	
24-0253	NC			
24-0254*	<i>Dec 24</i>		<i>Staff conduct</i>	
24-0255	Dec 24		Snowplowing	
24-0256*	<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.