

## For Information Only

### Status Report on the Wrongdoing Hotline

Presented To:	Audit Committee
Presented:	Tuesday, Mar 02, 2021
Report Date	Friday, Feb 12, 2021
Type:	Correspondence for Information Only

#### Resolution

For Information Only

#### Relationship to the Strategic Plan / Health Impact Assessment

This report demonstrates that our actions align with the values in our strategic plan. We are fair and consistent. We deliver on our promises and acknowledge our mistakes.

#### Report Summary

This report summarizes the complaints received between June 1, 2020 and December 31, 2020 and provides comparative statistics for the same seven-month period in 2019.

#### Financial Implications

None

Signed By

**Auditor General**

Ron Foster

Auditor General

*Digitally Signed Feb 17, 21*

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# Status Report on the Wrongdoing Hotline

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Seven-Month Period Ended  
December 31, 2020

February 6, 2021

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## 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, 2020 and provides comparative statistics for the same seven-month period in 2019. The next status report will be provided in June 2021.

## OBSERVATIONS

1. The volume of complaints received during the seven-month period ended December 31, 2020 went from 76 to 146 as a result of the pandemic. A significant number (102) of these complaints did not require a detailed investigation as they fell outside the scope of the hotline, could be closed after referral to others, or could be closed because they lacked sufficient support.
2. The volume of active complaints under investigation at the end of the seven-month period ended December 31, 2020 was 14 compared to 13 in the previous seven-month period ended December 31, 2019.
3. The City incurred no external costs for investigations during the seven-month period ended December 31, 2020 compared to \$3,000 in the previous period. Internal costs to conduct detailed investigations during the period ended December 31, 2020 were approximately \$11,000 versus \$10,000 in 2019.
4. Fifty-nine of the 146 complaints that were received during this seven-month period came from identifiable individuals who filed single complaints; 16 came from three individuals; and 71 came from anonymous complainants.

## COMPLAINT STATISTICS

Complaint Source	7 months ended Dec 2019	7 months ended Dec 2020	June	July	Aug	Sept	Oct	Nov	Dec
<b>Total Complaints</b>	<b>83</b>	<b>161</b>	34	19	17	23	17	21	30
Incomplete complaints <sup>1</sup>	(7)	(15)	(4)	(2)	(1)	(2)	(3)	(1)	(2)
<b>Complaints Received</b>	<b>76</b>	<b>146</b>	30	17	16	21	14	20	28
Complaints Closed	(63)	(132)	(30)	(17)	(15)	(18)	(13)	(18)	(21)
<b>Active complaints under investigation</b>	<b>13</b>	<b>14</b>	-	-	1	3	1	2	7

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

<b>Management of Complaints Received</b>	<b>2019</b>	<b>2020</b>
<b>Complaints received in 7 months ended December 31</b>	<b>76</b>	<b>146</b>
Referred to Bylaw for review	(13)	(51)
Referred to 311 or senior management for review	(12)	(8)
Referred to Building Services for review	(3)	(9)
Referred to external agency	(2)	(9)
Vexatious or frivolous	-	(12)
Unrelated to City services	(9)	(12)
Duplicate complaint	(1)	-
<b>Complaints subject to investigation</b>	<b>36</b>	<b>45</b>
Closed as insufficient or no evidence of wrongdoing found	(8)	(16)
Closed with no action planned or required	(5)	(4)
<b>Complaints subject to detailed investigation</b>	<b>23</b>	<b>25</b>
Complaints closed with action planned or taken (see table below)	(10)	(11)
<b>Active complaints under investigation at end of December</b>	<b>13</b>	<b>14</b>

#### **Closed Complaints with Action Planned or Taken at December 31, 2020**

<b>Complaint Number</b>	<b>Opened</b>	<b>Closed</b>	<b>Action Planned or Taken for Closed Complaints</b>
20-0127	Jun 18	Jun 22	Staff took steps to review and address tenant's concerns.
20-0142	Jun 24	Aug 8	Management took steps to address the concerns about staff conduct.
20-0145	Jul 1	Jul 17	Management prepared a plan to ensure continued compliance.
20-0155	Jul 20	Jul 30	Staff took steps to prevent a reoccurrence of the concern.
20-0156	Jul 20	Jul 30	Management has taken action to reduce the concerns raised.
20-0163	Jul 31	Dec 21	Management has provided continuous feedback and coaching to address the concerns raised.
20-0174	Aug 16	Oct 19	Management took steps to address the concerns about staff conduct.
20-0179	Aug 27	Sep 2	A review indicated the concerns raised were not supported but additional monitoring will be done to ensure compliance with policy.
20-0185	Sep 8	Sep 10	Management has taken steps to ensure ongoing compliance with bylaws.
20-0213	Oct 20	Dec 31	Management has agreed to review its staff deployment methods.
20-0256	Dec 23	Dec 30	Contract staff have been reminded of COVID-19 policies.

#### **Type of Complaints subject to detailed investigation between June 1, 2020 and December 31, 2020**

<b>Type of Complaint Subject to Investigation</b>	<b>Complaints Received</b>	<b>Complaints Closed</b>	<b>Active Complaints</b>
Staff	20	12	8
City Services	24	22	2
Contractors of City	4	3	1
Residents	53	50	3
Businesses	40	40	-
Agencies or boards	5	5	-
<b>Total</b>	<b>146</b>	<b>132</b>	<b>14</b>

## Overview of Individual Complaints as at December 31, 2020

Complaint Number	Opened	Closed	Complaint/Allegation	Investigation Outcome
20-0111	NC			
20-0112	Jun 2	Jun 10	Questionable business practices	Not related to the City services
20-0113	NC			
20-0114	Jun 4	June 5	Smoking bylaw infraction	Referred internally
20-0115	NC			
20-0116	Jun 5	Jun 8	Property maintenance infractions	Referred internally
20-0117	Jun 5	Jul 30	Encroachment of resident's	No action planned or taken
20-0118	Jun 5	Jun 7	Concerns about GSPS	Referred to external entity
20-0119	Jun 7	Jun 8	Illegal parking	Referred internally
20-0120	NC			
20-0121	Jun 8	Jun 10	Bylaw infractions by business	Referred internally
20-0122	Jun 8	Jun 11	Unsafe fire pit	Referred internally
20-0123	Jun 9	Jul 17	Lease infractions	No evidence of wrongdoing
20-0124	Jun 10	Jul 3	Parking infractions	Referred internally
20-0125	Jun 15	Jun 15	Business practices	Not related to City services
20-0126	Jun 15	Aug 9	Non-adherence to City policies	No action planned or taken
20-0127	Jun 18	Jun 22	Staff conduct	Action planned or taken
20-0128	Jun 19	Jul 21	Tenant infractions	No evidence of wrongdoing
20-0129	Jun 19	Jun 19	Roads and training	Vexatious or frivolous
20-0130	Jun 19	Jun 19	Pothole repairs and reporting	Vexatious or frivolous
20-0131	Jun 19	Jun 19	Police services	Vexatious or frivolous
20-0132	Jun 19	Jun 19	Education and training grant	Vexatious or frivolous
20-0133	Jun 19	Jun 19	Police services	Vexatious or frivolous
20-0134	Jun 19	Jun 19	Education and training grant	Vexatious or frivolous
20-0135	Jun 20	Jun 20	City spending priorities	Vexatious or frivolous
20-0136	Jun 20	Jun 20	Police services	Vexatious or frivolous
20-0137	Jun 20	Jun 20	Unethical behaviour	Not related to City Services
20-0138	Jun 20	Jun 20	Pothole repairs and reporting	Vexatious or frivolous
20-0139	Jun 20	Jun 20	Roads and City spending priorities	Vexatious or frivolous
20-0140	Jun 21	Jun 21	Police services	Vexatious or frivolous
20-0141	Jun 22	Aug 9	Staff conduct	No evidence of wrongdoing
20-0142	Jun 24	Aug 8	Staff conduct	Action planned or taken
20-0143	Jun 24	Jun 24	Business practices	Referred internally
20-0144	Jun 30	Aug 9	Staff conduct	No action planned or taken
20-0145	Jul 1	Jul 17	Property maintenance infractions	Action planned or taken
20-0146	Jul 2	Jul 3	Unsafe business practices	Referred internally
20-0147	Jul 4	Jul 6	Burning complaint	Referred internally
20-0148	NC			
20-0149	Jul 8	Jul 21	Open pit fire	Insufficient evidence of wrongdoing
20-0150	NC			
20-0151	Jul 13	Jul 21	Unsafe business practices	Referred internally
20-0152	Jul 18	Aug 9	Staff conduct	No action planned or taken
20-0153	Jul 20	Jul 21	Unsafe business practices	Referred internally
20-0154	Jul 20	Jul 30	Lease infractions	Not related to City services

20-0155	Jul 20	Jul 30	Staff conduct	Action planned or taken
20-0156	Jul 20	Jul 30	Staff conduct	Action planned or taken
20-0157	Jul 20	Jul 30	Brush cutting near City property	Referred internally
20-0158	Jul 20	Jul 30	Smell from City's landfill	Referred internally
20-0159	Jul 28	Jul 30	Unsafe business practices	Referred to external entity
20-0160	Jul 30	Jul 30	Unsafe business practices	Referred internally
20-0161	Jul 30	Aug 10	Unsafe business practices	Referred to external entity
20-0162	Jul 30	Aug 2	Staff conduct	Referred internally
20-0163	Jul 31	Dec 21	Staff conduct	Action planned or taken
20-0164	Aug 3	Aug 4	Illegal dumping	Referred internally
20-0165	Aug 3	Aug 10	Graffiti	Referred to external entity
20-0166	Aug 4	Aug 5	Unsafe business practices	Not related to City services
20-0167	Aug 5	Sep 2	Housing rent calculations	Insufficient evidence of wrongdoing
20-0168	Aug 6	Aug 10	Contractor performance	Referred internally
20-0169	Aug 9	Aug 10	Illegal activity	Referred internally
20-0170	Aug 9	Aug 10	Unsafe business practices	Referred internally
20-0171	NC			
20-0172	Aug 14	Aug 18	Unsafe business practices	Referred internally
20-0173	Aug 14	Sep 2	Unsafe practices	Referred to external entity
20-0174	Aug 16	Oct 19	Staff conduct	Action planned or taken
20-0175	Aug 16	Dec 21	Staff conduct	Insufficient evidence of wrongdoing
20-0176	Aug 19	Oct 19	Staff conduct	Insufficient evidence of wrongdoing
20-0177	Aug 20	Sep 22	Noise complaint	Referred internally
20-0178	Aug 23	Dec 19	Building without a permit	Referred internally
20-0179	Aug 27	Sep 2	Lease infractions	Action planned or taken
20-0180	Aug 30	Sep 2	Business in residential area	Referred internally
20-0181	Sep 3	Sep 18	Building without a permit	Referred internally
20-0182	Sep 4	Sep 4	Unsafe business practices	Referred internally
20-0183	Sep 5	Sep 18	Road obstruction	Referred internally
20-0184	Sep 6	Sep 10	Business in residential area	Referred internally
20-0185	Sep 8	Sep 10	Information request	Action planned or taken
20-0186	Sep 10	Oct 8	Non-compliance with lease	Insufficient evidence of wrongdoing
20-0187	Sep 10		Staff conduct	
20-0188	Sep 11	Dec 19	Non-compliant construction	Referred internally
20-0189	NC			
20-0190	NC			
20-0191	Sep 18	Dec 19	Non-compliant construction	Referred internally
20-0192	Sept 20	Oct 19	Road repairs	Insufficient evidence of wrongdoing
20-0193	Sep 20		Staff conduct	
20-0194	Sep 20	Sep 22	Unsafe behaviour	Referred internally
20-0195	Sep 23		Racial policies at City	
20-0196	Sep 23	Dec 19	Illegal construction	Referred internally
20-0197	Sep 23	Dec 19	Staff conduct	Referred internally
20-0198	Sep 24	Sep 24	Parking infractions	Referred internally
20-0199	Sep 25	Sep 28	Illegal dumping	Referred internally
20-0200	Sep 26	Oct 8	Large social gathering	Referred to external entity
20-0201	Sep 27	Sep 27	Illegal fires	Referred internally
20-0202	Sep 30	Nov 13	Noise complaint	Referred internally

20-0203	Sep 30	Dec 19	Construction without a permit	Referred internally
20-0204	Oct 1	Oct 1	Business conduct	Referred to external entity
20-0205	NC			
20-0206	NC			
20-0207	Oct 5	Nov 13	Bylaw infractions	Insufficient evidence of wrongdoing
20-0208	Oct 7	Oct 15	Lease infractions	Insufficient evidence of wrongdoing
20-0209	Oct 8	Dec 1	Staff conduct	Insufficient evidence of wrongdoing
20-0210	Oct 8	Oct 9	Referred internally	
20-0211	Oct 18	Dec 16	Tenant conduct	Not related to City services
20-0212	Oct 20	Dec 19	Garbage collection	Insufficient evidence of wrongdoing
20-0213	Oct 20	Dec 31	Wasteful operations	Action planned or taken
20-0214	Oct 20	Nov 13	Bylaw infractions	Referred internally
20-0215	Oct 24	Oct 27	Unsafe conduct	Referred internally
20-0216	Oct 24	Oct 27	Garbage collection	Referred internally
20-0217	Oct 28	Nov 2	Staff conduct	Insufficient evidence of wrongdoing
20-0218	Oct 30	Nov 5	Unsafe conduct	Referred to external entity
20-0219	Oct 30			
20-0220	NC			
20-0221	Nov 2	Nov 5	Unsafe conduct	Insufficient evidence of wrongdoing
20-0222	Nov 3	Nov 3	Unsafe conduct	Referred internally
20-0223	Nov 5	Dec 3	Planning services	Insufficient evidence of wrongdoing
20-0224	Nov 5	Dec 16	City services	Referred internally
20-0225	Nov 6	Nov 6	Staff conduct	Vexatious or frivolous
20-0226	Nov 6	Nov 10	Bylaw infractions	Not related to City services
20-0227	Nov 6	Dec 16	Waste Bylaw infraction	Referred internally
20-0228	Nov 6	Nov 10	Bylaw infractions	Referred internally
20-0229	Nov 6	Nov 10	Bylaw infractions	Not related to City services
20-0230	Nov 9		Staff conduct	
20-0231	Nov 10	Nov 10	Business conduct	Not related to City services
20-0232	Nov 15	Nov 16	Business conduct	Referred internally
20-0233	Nov 15	Nov 16	Business conduct	Referred internally
20-0234	Nov 16		Staff conduct	
20-0235	NC			
20-0236	Nov 17	Dec 16	Business conduct	Referred internally
20-0237	Nov 17	Dec 16	Business conduct	Referred internally
20-0238	Nov 20	Dec 16	Business conduct	Referred internally
20-0239	Nov 21	Nov 22	Business conduct	Referred internally
20-0240	Nov 25	Dec 3	Business conduct	Referred internally
20-0241	Nov 27	Dec 3	Business conduct	Referred internally
20-0242	Dec 4	Dec 4	Illegal parking	Referred internally
20-0243	Dec 4	Dec 7	Business conduct	Referred internally
20-0244	Dec 9	Dec 10	Business conduct	Referred internally
20-0245	Dec 10	Dec 19	Illegal building	Referred internally
20-0246	Dec 12		Wasteful operations	
20-0247	Dec 13	Dec 15	Illegal parking	Referred internally
20-0248	Dec 14	Dec 15	Business conduct	Referred internally
20-0249	Dec 15	Dec 16	Business conduct	Referred internally
20-0250	Dec 16	Dec 17	Lease infractions	Not related to City services

20-0251	Dec 16	Dec 17	Illegal parking	Referred internally
20-0252	Dec 16	Dec 17	Business conduct	Referred internally
20-0253	Dec 19	Dec 21	Business conduct	Referred internally
20-0254	Dec 21	Dec 22	Illegal parking	Referred internally
20-0255	Dec 22*		Staff conduct	
20-0256	Dec 23	Dec 30	Unsafe work practices	Action planned or taken
20-0257	Dec 23*		Contractor practices	
20-0258	Dec 24	Dec 30	Tenant practices	Insufficient evidence of wrongdoing
20-0259	Dec 24	Dec 29	Unsafe practices	Referred internally
20-0260	Dec 27	Dec 29	Unsafe practices	Referred internally
20-0261	Dec 27	Dec 29	Unsafe business practices	Referred internally
20-0262	Dec 28	Dec 29	Bylaw infraction	Referred internally
20-0263	NC			
20-0264	Dec 29	Dec 30	Resident conduct	Not related to City services
20-0265	Dec 29	Dec 30	Bylaw infraction	Referred internally
20-0266	Dec 30*		Resident conduct	
20-0267	Dec 30*		Staff conduct	
20-0268	Dec 30*		Staff conduct	
20-0269	Dec 31	Dec 31	Resident conduct	Referred to external entity
20-0270	NC			
20-0271	Dec 31*		Resident conduct	

***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.***