
Status Report on the Wrongdoing Hotline

Seven-Month Period Ended
December 31, 2018

January 3, 2019


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AUDITOR GENERAL

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 to December 31, 2018 and provides comparative statistics for the same seven-month period in 2017. The next status report will be provided in June to evaluate the wrongdoing hotline initiative.

OBSERVATIONS

1. The volume of complaints received during the seven-month period ended December 31, 2018 was similar to the volume received during the prior year (86 versus 83). A significant number (31 of 86) of these complaints did not require a detailed investigation as they related to service complaints that fell outside the scope of the hotline and could be closed after referral to others or due to insufficient support.
2. The volume of active complaints under investigation at the end of December dropped from 33 in 2017 to 11 in 2018 due to the implementation of and adherence to service level targets for the completion of investigations.
3. No costs were incurred for investigations by third parties during the seven-month period ended December 31, 2018 compared to \$4,125 for the previous seven-month period. Internal costs to conduct investigations during the seven-month period ended on December 31, 2018 were approximately \$28,000 versus \$19,000 in 2017 as a higher volume of investigations was completed in 2018 after the adoption and implementation of service level targets for their completion.
4. Approximately \$17,000 of the \$20,000 of funds that Council approved in 2016 to establish the hotline had been spent by the end of December to administer the database and to support the call centre for the hotline.
5. The 86 complaints that were received during this seven-month period came from 56 identifiable complainants and 30 anonymous complainants who represent a small fraction of the residents and businesses that interacted with the City during this period.

COMPLAINT STATISTICS

| Source of Complaint | 7 months ended Dec 2017 | 7 months ended Dec 2018 | June | July | Aug | Sept | Oct | Nov | Dec |
|--|-------------------------|-------------------------|------|------|------|------|------|-----|-----|
| Total complaints | 90 | 98 | 12 | 11 | 15 | 16 | 19 | 13 | 12 |
| Incomplete complaints ¹ | (7) | (12) | (4) | (1) | (1) | (1) | (2) | - | (3) |
| Complaints received | 83 | 86 | 8 | 10 | 14 | 15 | 17 | 13 | 9 |
| Complaints closed | (50) | (75) | (8) | (10) | (14) | (15) | (16) | (9) | (3) |
| Active complaints under investigation | 33 | 11 | 0 | 0 | 0 | 0 | 1 | 4 | 6 |

¹ Represents abandoned complaints that were not submitted to the hotline.

| Management of Complaints Received | 2017 | 2018 |
|--|-------------|-------------|
| Complaints received in 7 months ended December 31 | 83 | 86 |
| Referred to Bylaw for review | (16) | (9) |
| Referred to 311 for review | (5) | (9) |
| Referred to Building Services for review | (2) | (5) |
| Referred to external agency | (2) | (4) |
| Unrelated to CGS services | (7) | (3) |
| Duplicate complaint | (1) | (1) |
| Complaints subject to initial investigation | 50 | 55 |
| Closed as no evidence of wrongdoing found | (1) | - |
| Closed with no action planned or required | (7) | (16) |
| Complaints subject to detailed investigation | 42 | 39 |
| Complaints closed with action planned or taken (see table below) | (9) | (28) |
| Active complaints under investigation at end of December | 33 | 11 |

Closed Complaints with Action Planned or Taken at December 31, 2018

| Complaint Number | Opened | Closed | Action Planned or Taken for Closed Complaints |
|-------------------------|---------------|---------------|---|
| 18-0073 | June 3 | Nov 26 | Management has deemed that some of the posts do warrant further education of staff on the appropriate use of social media. |
| 18-0086 | July 6 | Nov 27 | Management has reminded all staff that it is inappropriate to wear vendor clothing regardless of the process to source the vendor. The City's specifications for equipment will be updated to meet the City's Procurement policies and Bylaw. |
| 18-0088 | July 17 | Nov 16 | Procurement practices for fire trucks will be revised to ensure compliance with the Purchasing Bylaw. |
| 18-0089 | July 19 | Nov 26 | The issues raised in the complaint were discussed with the driver. Staff will review the area to see if a warning light is required at this location. |
| 18-0090 | July 19 | Oct 17 | Staff has addressed the issue with the Contractor to ensure proper notices are provided at all times as per City policy. |
| 18-0091 | July 20 | Nov 16 | Fleet Services pursued the complaint with the manager of the employee who was using this City vehicle to address the concerns raised. |
| 18-0095 | Aug 2 | Oct 17 | Action was taken with the staff member to address and prevent similar behaviour in the future. |
| 18-0096 | Aug 2 | Dec 14 | Notice of consent forms and the website were updated to clarify policy. |
| 18-0097 | Aug 3 | Dec 11 | Appropriate actions were taken with staff to address this complaint. |
| 18-0099 | Aug 3 | Sept 21 | The Mayor's Office reviewed relevant policies with the Councillor. |
| 18-0101 | Aug 6 | Sept 21 | The Mayor's Office reviewed relevant policies with the Councillor. |
| 18-0106 | Aug 15 | Oct 1 | The actions of relevant contract staff were reviewed with the contract manager and disciplinary actions were taken to prevent a reoccurrence. |
| 18-0112 | Sept 6 | Sept 21 | This complaint and relevant policies were reviewed with the Councillor. |
| 18-0119 | Sept 20 | Dec 28 | Contract management practices will be updated. |
| 18-0121 | Sept 25 | Dec 28 | Contract management practices will be updated. |
| 18-0126 | Oct 5 | Nov 26 | Staff reviewed this complaint to ensure compliance with City policies. The safety concern was investigated and appropriate measures were taken. |
| 18-0134 | Oct 17 | Dec 28 | Contract management practices will be updated. |

| Complaint Number | Opened | Closed | Action Planned or Taken for Closed Complaints |
|------------------|--------|--------|---|
| 18-0135 | Oct 17 | Dec 28 | Contract management practices will be updated. |
| 18-0137 | Oct 18 | Dec 28 | Contract management practices will be updated. |
| 18-0138 | Oct 19 | Dec 28 | Contract management practices will be updated. |
| 18-0139 | Oct 25 | Nov 22 | Staff encouraged the complainant to use the complaint mechanism within the violence, harassment and discrimination in the workplace policy. |
| 18-0143 | Oct 31 | Dec 28 | Contract management practices will be updated. |
| 18-0145 | Nov 2 | Dec 19 | Management reviewed the policy for use of City vehicles with employee. |
| 18-0146 | Nov 5 | Dec 28 | Management reviewed staff conduct and compliance with policies. |
| 18-0147 | Nov 5 | Dec 28 | Management reviewed staff conduct and compliance with policies. |
| 18-0148 | Nov 7 | Dec 20 | The day care provider and Ministry of Education advised of concerns. |
| 18-0153 | Dec 2 | Dec 3 | Maintenance procedures were reviewed with the City's contractor. |
| 18-0164 | Dec 17 | Dec 28 | Contract management practices will be updated. |

Type of Complaints subject to detailed investigation between June 1, 2018 and December 31, 2018

| Type of Complaint Subject to Investigation | Complaints Received | Complaints Closed | Active Complaints |
|--|---------------------|-------------------|-------------------|
| Members of Council | 13 | 9 | 4 |
| Staff | 23 | 19 | 4 |
| City Services | 12 | 12 | 0 |
| Contractors of City | 16 | 16 | 0 |
| Residents/Businesses | 22 | 19 | 3 |
| Total | 86 | (75) | 11 |

Overview of Individual Complaints as at December 31, 2018

| Complaint Number | Opened | Closed | Complaint/Allegation | Investigation Outcome |
|------------------|-----------|-----------|--|----------------------------|
| 18-0072 | NC | NC | NC | NC |
| 18-0073 | June 3 | Nov 26 | Use of social media by staff member | Action Planned or Taken |
| 18-0074 | Duplicate | Duplicate | Duplicate | Duplicate |
| 18-0075 | June 8 | June 11 | Late removal of election signs | Referred Internally |
| 18-0076 | NC | NC | NC | NC |
| 18-0077 | June 11 | Oct 17 | Alleged harassment in workplace | No action planned or taken |
| 18-0078 | June 13 | Oct 17 | Potential claim against the City | No action planned or taken |
| 18-0079 | June 13 | Sept 21 | Conduct of a Councillor | No action planned or taken |
| 18-0080 | June 19 | Sept 20 | Alleged Bylaw infraction | Referred Internally |
| 18-0081 | NC | NC | NC | NC |
| 18-0082 | June 23 | July 4 | Property maintenance concern | Referred Internally |
| 18-0083 | NC | NC | NC | NC |
| 18-0084 | July 3 | July 5 | Garbage contractor performance | Referred Internally |
| 18-0085 | July 3 | July 4 | Unsafe transport of asphalt sealer | Referred Internally |
| 18-0086 | July 6 | Nov 27 | Unfair procurement process | Action Planned or Taken |
| 18-0087 | July 10 | July 12 | Property maintenance concern | Referred Internally |
| 18-0088 | July 17 | Nov 16 | RFP process for the purchase of various fire trucks. | Action Planned or Taken |

| Complaint Number | Opened | Closed | Complaint/Allegation | Investigation Outcome |
|------------------|---------|---------|--|-----------------------------|
| 18-0089 | July 19 | Nov 26 | Staff use of a City vehicle | Action Planned or Taken |
| 18-0090 | July 19 | Oct 17 | Contractor performance issue | Action Planned or Taken |
| 18-0091 | July 20 | Nov 16 | Staff use of a City vehicle | Action Planned or Taken |
| 18-0092 | July 24 | July 31 | Alleged bylaw infraction | Referred Internally |
| 18-0093 | NC | NC | NC | NC |
| 18-0094 | July 31 | Aug 8 | Contractor performance issue | Referred Internally |
| 18-0095 | Aug 2 | Oct 17 | Staff conduct | Action Planned or Taken |
| 18-0096 | Aug 2 | Dec 14 | Notice of consent process | Action Planned or Taken |
| 18-0097 | Aug 3 | Dec 7 | Staff conduct | Action Planned or Taken |
| 18-0098 | Aug 3 | Nov 21 | Account payable to Board of City | Referred Internally |
| 18-0099 | Aug 3 | Sept 21 | Conduct of a Councillor | Action Planned or Taken |
| 18-0100 | Aug 3 | Nov 26 | Allegations of harassment in workplace | No action planned or taken |
| 18-0101 | Aug 6 | Sept 21 | Conduct of a Councillor | Action Planned or Taken |
| 18-0102 | Aug 8 | Aug 29 | Building permit issue | Referred Internally |
| 18-0103 | NC | NC | NC | NC |
| 18-0104 | Aug 14 | Aug 15 | Staff conduct | Referred Internally |
| 18-0105 | Aug 15 | Aug 16 | Alleged bylaw infraction | Referred Internally |
| 18-0106 | Aug 15 | Oct 1 | Conduct of City or contract staff | Action Planned or Taken |
| 18-0107 | Aug 14 | Aug 29 | Building permit issue | Referred Internally |
| 18-0108 | Aug 25 | Aug 29 | Building permit issue | Referred Internally |
| 18-0109 | Aug 31 | Sept 11 | Traffic lighting concern | Referred Internally |
| 18-0110 | Sept 11 | Sept 11 | Contractor performance issue | Referred Internally |
| 18-0111 | Sept 6 | Oct 13 | Conduct of a Councillor | No action planned or taken |
| 18-0112 | Sept 6 | Sept 21 | Conduct of a Councillor | Action Planned or Taken |
| 18-0113 | NC | NC | NC | NC |
| 18-0114 | Sept 10 | Oct 1 | Staff conduct | Referred Internally |
| 18-0115 | Sept 11 | Sept 12 | Building permit issue | Referred Internally |
| 18-0116 | Sept 13 | Sept 13 | Complaint closed at request of complainant | No action planned or taken |
| 18-0117 | Sept 18 | Nov 21 | Alleged wrongdoing by public | Referred to the GSPS |
| 18-0118 | Sept 18 | Oct 13 | Conduct of a Councillor | No action planned or taken |
| 18-0119 | Sept 20 | Dec 28 | Contractor performance | Action Planned or Taken |
| 18-0120 | Sept 20 | Open | Staff conduct | |
| 18-0121 | Sept 25 | Dec 28 | Contractor performance | Action Planned or Taken |
| 18-0122 | Sep 25 | Nov 19 | Suggestions for improvement | No action planned or taken |
| 18-0123 | Sept 25 | Nov 19 | Suggestions for improvement | No action planned or taken |
| 18-0124 | Sept 28 | Nov 26 | Allegations of harassment in workplace | No action planned or taken |
| 18-0125 | Sept 29 | Dec 11 | Allegations of harassment in workplace | Referred to external agency |
| 18-0126 | Oct 5 | Nov 26 | Staff conduct | Action Planned or Taken |
| 18-0127 | Oct 5 | Nov 20 | Staff conduct | No action planned or taken |
| 18-0128 | Oct 9 | Dec 11 | Conduct of a Councillor | Referred to external agency |
| 18-0129 | Oct 9 | Nov 20 | Application for a septic permit | Referred to external agency |
| 18-0130 | Oct 10 | Oct 11 | Contractor performance | Referred Internally |

| Complaint Number | Opened | Closed | Complaint/Allegation | Investigation Outcome |
|------------------|---------------|-------------|---|-----------------------------|
| 18-0131 | NC | NC | NC | NC |
| 18-0132 | Oct 16 | Oct 16 | Conduct of agency staff | Referred to external agency |
| 18-0133 | NC | NC | NC | NC |
| 18-0134 | Oct 17 | Dec 28 | Contractor performance | Action Planned or Taken |
| 18-0135 | Oct 17 | Dec 28 | Contractor performance | Action Planned or Taken |
| <i>18-0136</i> | <i>Oct 17</i> | <i>Open</i> | <i>Alleged misuse of municipal resources during an election</i> | |
| 18-0137 | Oct 18 | Dec 28 | Contractor performance | Action Planned or Taken |
| 18-0138 | Oct 19 | Dec 28 | Contractor performance | Action Planned or Taken |
| 18-0139 | Oct 25 | Nov 22 | Allegations of workplace harassment | Action Planned or Taken |
| 18-0140 | Oct 27 | Nov 1 | Building permit issue | Referred Internally |
| 18-0141 | Oct 28 | Oct 31 | Alleged bylaw infraction | Referred Internally |
| 18-0142 | Oct 28 | Nov 7 | Staff conduct | Referred Internally |
| 18-0143 | Oct 31 | Dec 28 | Contractor performance | Action Planned or Taken |
| 18-0144 | Oct 31 | Dec 20 | Property damage | Referred to external agency |
| 18-0145 | Nov 2 | Dec 19 | Staff conduct for use of City vehicle | Referred to external agency |
| 18-0146 | Nov 5 | Dec 28 | Staff conduct | Action Planned or Taken |
| 18-0147 | Nov 5 | Dec 28 | Staff conduct | Action Planned or Taken |
| 18-0148 | Nov 7 | Dec 20 | Performance of a daycare provider | Action Planned or Taken |
| <i>18-0149</i> | <i>Nov 13</i> | <i>Open</i> | <i>Staff conduct</i> | |
| 18-0150 | Nov 16 | Dec 28 | Alleged bylaw infraction | Referred to external agency |
| 18-0151 | Nov 17 | Dec 20 | Parking at a municipal corporation | No action planned or taken |
| 18-0152 | Nov 19 | Nov 30 | Property damage by snowplow | Referred Internally |
| 18-0153 | Dec 2 | Dec 3 | Contractor performance | Action Planned or Taken |
| <i>18-0154</i> | <i>Nov 20</i> | <i>Open</i> | <i>Conduct of a Councillor</i> | |
| <i>18-0155</i> | <i>Nov 24</i> | <i>Open</i> | <i>Conduct of a Councillor</i> | |
| <i>18-0156</i> | <i>Nov 28</i> | <i>Open</i> | <i>Conduct of a Councillor</i> | |
| 18-0157 | Nov 30 | Dec 12 | Alleged theft | No action planned or taken |
| 18-0158 | NC | NC | NC | NC |
| 18-0159 | Dec 2 | Dec 3 | Property damage by snowplow | Referred Internally |
| 18-0160 | Dec 6 | Dec 17 | Property standard issue | Referred Internally |
| <i>18-0161</i> | <i>Dec 10</i> | <i>Open</i> | <i>Parking at a municipal corporation</i> | |
| <i>18-0162</i> | <i>Dec 11</i> | <i>Open</i> | <i>Alleged breach of City policy</i> | |
| <i>18-0163</i> | <i>Dec 14</i> | <i>Open</i> | <i>Alleged wrongdoing re tax sale</i> | |
| 18-0164 | Dec 17 | Dec 28 | Contractor performance | Action Planned or Taken |
| 18-0165 | NC | NC | NC | NC |
| 18-0166 | Dec 21 | Dec 28 | Unsafe snowplowing by a resident | Referred Internally |
| <i>18-0167</i> | <i>Dec 23</i> | <i>Open</i> | <i>Alleged fraud by a company</i> | |
| 18-0168 | NC | NC | NC | NC |
| <i>18-0169</i> | <i>Dec 31</i> | <i>Open</i> | <i>Staff conduct</i> | |

Complaints that were still "Open" at the time of reporting are shown above with italics.

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