

For Information Only

Status Report on the Wrongdoing Hotline

Presented To:	Audit Committee
Presented:	Monday, Mar 23, 2020
Report Date	Thursday, Mar 05, 2020
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, 2019 and December 31, 2019 and provides comparative statistics for the same seven-month period in 2018.

Financial Implications

None

Signed By

Auditor General

Ron Foster

Auditor General

Digitally Signed Mar 5, 20

Status Report on the Wrongdoing Hotline

Seven-Month Period Ended
December 31, 2019

March 5, 2020



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, 2019 and provides comparative statistics for the same seven-month period in 2018. The next status report will be provided in June 2020.

OBSERVATIONS

1. The volume of complaints received during the seven-month period ended December 31, 2019 decreased from 86 to 76. A significant number (41) 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 increased from 11 to 13 from 2018 to 2019 due to the complexity of a number of complaints filed at the end of the seven-month period ended December 31.
3. The City incurred \$3,000 of costs for investigations by third parties compared to zero during the previous seven-month period. Internal costs to conduct detailed investigations during the seven-month period ended on December 31, 2019 were approximately \$10,000 versus \$28,000 in 2018.
4. All of the \$20,000 of funds that Council approved in 2016 to establish the hotline for a two-year pilot had been spent by the end of December 31, 2019 to administer the database and to support the call center for the hotline. These funds were sufficient to extend the pilot project for over 3 years.
5. The 76 complaints that were received during this seven-month period came from 46 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 2018	7 months ended Dec 2019	June	July	Aug	Sept	Oct	Nov	Dec
Total complaints	98	83	9	12	10	13	13	13	13
Incomplete complaints ¹	(12)	(7)	0	(1)	(1)	(1)	(3)	(1)	0
Complaints received	86	76	9	11	9	12	10	12	13
Complaints closed	(75)	(63)	(9)	(11)	(8)	(11)	(8)	(10)	(6)
Active complaints under investigation	11	13	0	0	1	1	2	2	7

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

Management of Complaints Received	2018	2019
Complaints received in 7 months ended December 31	86	76
Referred to Bylaw for review	(9)	(13)
Referred to 311 or senior management for review	(9)	(12)
Referred to Building Services for review	(5)	(3)
Referred to external agency	(4)	(2)
Unrelated to CGS services	(3)	(9)
Duplicate complaint	(1)	(1)
Complaints subject to initial investigation	55	36
Closed as insufficient or no evidence of wrongdoing found	-	(8)
Closed with no action planned or required	(16)	(5)
Complaints subject to detailed investigation	39	23
Complaints closed with action planned or taken (see table below)	(28)	(10)
Active complaints under investigation at end of December	11	13

Closed Complaints with Action Planned or Taken at December 31, 2019

Complaint Number	Opened	Closed	Action Planned or Taken for Closed Complaints
19-0059	June 13	Aug 11	The need for compliance with policies was discussed with the staff person.
19-0064	June 27	Aug 19	The conditions of use of City vehicles were reviewed with the staff person.
19-0078	Aug 7	Oct 16	Management wrote to complainant to propose steps to resolve the matter.
19-0084	Aug 28	Aug 29	Management reviewed compliance with terms of relevant agreements.
19-0095	Sept 18	Nov 27	An independent review identified a need for procurement training.
19-0114	Nov 7	Nov 7	The company took steps to address the concern reported.
19-0115	Nov 7	Nov 14	Management investigated the complaint and requested that any future concerns be reported to 311 to allow for a more timely response.
19-0116	Nov 7	Nov 14	Management investigated the complaint and requested that any future concerns be reported to 311 to allow for a more timely response.
19-0117	Nov 7	Nov 22	Steps have been taken to prevent a reoccurrence of this complaint.
19-0119	Nov 9	Nov 22	Management contacted the complainant and provided information to resolve the matter.

Type of Complaints subject to detailed investigation between June 1, 2019 and December 31, 2019

Type of Complaint Subject to Investigation	Complaints Received	Complaints Closed	Active Complaints
Staff	21	13	8
City Services	10	10	0
Contractors of City	17	17	0
Residents	28	23	5
Total	76	63	13

Overview of Individual Complaints as at December 31, 2019

Complaint Number	Opened	Closed	Complaint/Allegation	Investigation Outcome
19-0056	June 7	July 19	Inadequate property maintenance	Referred internally
19-0057	June 11	July 22	Neglect of animals	Insufficient evidence
19-0058	June 11	June 13	Abandoned jail at Burwash	Not related to CGS
19-0059	June 13	Aug 11	Unauthorized use of City letterhead	Action planned or taken
19-0060	June 27	June 26	Staff conduct	No action planned or taken
19-0061	June 20	Oct 17	Issues with landfill on Kingsway	No action planned or taken
19-0062	June 25	June 25	Inadequate property maintenance	Referred internally
19-0063	June 26	June 27	Inadequate property maintenance	Referred internally
19-0064	June 27	Aug 19	Staff conduct	Action planned or taken
19-0065	July 1	July 2	No facility agreement for sales	Referred internally
19-0066	July 2	Oct 17	Facilities rentals to partisan groups	Not related to CGS
19-0067	NC	NC	NC	NC
19-0068	July 9	July 11	Building with no permits	Referred internally
19-0069	July 9	July 12	Excavator parked on road	Referred internally
19-0070	July 10	Dec 9	Staff conduct	Insufficient evidence
19-0071	July 11	July 19	Bus service issue in Hanmer	Referred internally
19-0072	July 12	Dec 5	Illegal apartments	Referred internally
19-0073	July 13	Aug 19	Staff conduct	Insufficient evidence
19-0074	July 15	Oct 17	Computer access at Library	Not related to CGS
19-0075	July 16	Dec 9	Harassment by City staff	Insufficient evidence
19-0076	July 17	July 19	Abuse of housing rules	Referred to external agency
19-0077	Aug 3	Aug 6	Bylaw issues with neighbour	Referred internally
19-0078	Aug 7	Oct 16	Staff conduct	Action planned or taken
19-0079	NC	NC	NC	NC
19-0080	Aug 13	Aug 14	Improper landfill practices	Referred internally
19-0081	Aug 15	Aug 20	Abuse of housing rules by tenants	Insufficient evidence
19-0082	Aug 20	Aug 28	Inefficient use of TDS parking lot	Referred internally
19-0083	Aug 24	Aug 29	Illegal parking	Referred internally
19-0084	Aug 28	Aug 29	Abuse of housing rules by tenants	Action planned or taken
19-0085	Aug 29	Oct 18	Flawed City planning processes	No action planned or taken
19-0086	Aug 31	Open	Nepotism at City	Insufficient evidence
19-0087	Sept 5	Sept 16	Illegal burning	Referred internally
19-0088	Sept 6	Nov 27	Wasteful practice	No action planned or taken
19-0089	Sept 9	Nov 27	Aggressive neighbour	Referred to external agency
19-0090	NC	NC	NC	NC
19-0091	Sept 9	Sept 14	Landfill practices	Referred internally
19-0092	Sept 12	Sept 16	Odours from landfill	Referred internally
19-0093	Sept 14	Dec 9	Personal use of City vehicles	Insufficient evidence
19-0094	Sept 17	Open	Nepotism at City	Insufficient evidence
19-0095	Sept 18	Nov 27	Unfair procurement	Action planned or taken
19-0096	Sept 20	Sept 25	Damage by City staff or contractor	Referred internally
19-0097	Sept 21	Oct 10	Motorized boat on lake	Not related to CGS

19-0098	Sept 24	Nov 25	Staff conduct	No action planned or taken
19-0099	Sept 30	Oct 1	Conduct of a resident	Not related to CGS
19-0100	Oct 3	Open	Staff conduct	
19-0101	NC	NC	NC	NC
19-0102	NC	NC	NC	NC
19-0103	Oct 16	Oct 17	Staff conduct	Referred internally
19-0104	Oct 17	Oct 17	Staff conduct	Insufficient evidence
19-0105	Oct 18	Oct 23	Illegal parking	Not related to CGS
19-0106	Oct 19	Oct 24	Illegal dumping	Referred internally
19-0107	NC	NC	NC	NC
19-0108	Oct 29	Oct 24	Failure to lock dumpsters	Referred internally
19-0109	Oct 29	Dec 5	Open air burning by-law	Insufficient evidence
19-0110	Oct 29	Dec 16	Staff conduct	Insufficient evidence
19-0111	Oct 30	Oct 30	Staff conduct	Not related to CGS
19-0112	Oct 30	Open	Staff conduct	
19-0113	Duplicate			
19-0114	Nov 7	Nov 7	Damaged truck	Action planned or taken
19-0115	Nov 7	Nov 14	Landfill practices	Action planned or taken
19-0116	Nov 7	Nov 14	Landfill practices	Action planned or taken
19-0117	Nov 7	Nov 22	Staff conduct	Action planned or taken
19-0118	Nov 9	Nov 27	Illegal parking	Referred internally
19-0119	Nov 9	Nov 22	Staff conduct	Action planned or taken
19-0120	NC	NC	NC	NC
19-0121	Nov 14	Nov 22	Misuse of snowmobile	Referred internally
19-0122	Nov 14	Nov 9	By-law infraction	Referred internally
19-0123	Nov 22	Dec 11	Property management issues	Referred internally
19-0124	Nov 22	Open	Staff conduct	
19-0125	Nov 22	Nov 27	Welfare abuse	Not related to CGS
19-0126	Nov 27	Open	Illegal housing complexes	
19-0127	Dec 3	Dec 3	Conduct of a contractor	Not related to CGS
19-0128	Dec 5	Open	Staff conduct	
19-0129	Dec 8	Dec 9	Property maintenance issue	Referred internally
19-0130	Dec 10	Dec 10	Garbage collection	Referred internally
19-0131	Dec 10	Open	Construction without a permit	
19-0132	Dec 11	Open	Staff conduct	
19-0133	Dec 12	Open	Staff conduct	
19-0134	Dec 12	Dec 16	Sudbury landfill on Kingsway	Referred internally
19-0135	Dec 12	Dec 16	Parking infractions	Not related to CGS
19-0136	Dec 13	Dec 16	Property damage from City truck	Referred internally
19-0137	Dec 22	Open	Underreporting of income	
19-0138	Dec 27	Open	Building without a permit	
19-0139	Dec 30	Open	Property damaged by neighbour	

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

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