



SUBJECT: Investigation report from Burlington Ombudsman MUN-472-0819

TO: Corporate Services, Strategy, Risk & Accountability Cttee.

FROM: Clerks Department

Report Number: CL-13-20

Wards Affected: All

File Numbers: 110-03

Date to Committee: July 9, 2020

Date to Council: July 13, 2020

Recommendation:

Receive the investigation report from ADR Chambers, Ombudsman for the City of Burlington.

PURPOSE:

An Engaging City

- Good Governance

Vision to Focus Alignment:

- Deliver customer centric services with a focus on efficiency and technology transformation

Background and Discussion:

The Public Sector and MPP Accountability and Transparency Act came into force on January 1, 2016. This legislation expanded the function of the provincial Ombudsman to include investigation of decisions or recommendations with respect to the administrative actions of a municipality. The Municipal Act enables a municipality to appoint their own Ombudsman, who is tasked with conducting investigations with respect to the administrative actions of the municipality.

In January 2016, Council appointed ADR Chambers as the Ombudsman for the City of Burlington. The established procedures require that any investigative reports with recommendations must be considered by Council. Appendix A is an investigation report conducted by ADR chambers on the file MUN-472-0819, which includes a recommendation section.

Customarily there is a memorandum from the City department outlining the recommendations and an action plan. In consultation with the Building Department, they are committing to work with Corporate Communications to improve their communications with stakeholders who are making similar enquiries as the Complainants.

Financial Matters:

The administrative fee for ADR Chambers is \$1,000 per month. There are additional costs for investigations. Total costs are reported publicly through an annual report process.

Enterprise Risk:

Not applicable

Conclusion:

This report transmits the investigation report from ADR Chambers and staff's response.

Respectfully submitted,

Kevin Arjoon

City Clerk

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Appendices:

A. Investigation report from ADR Chambers

Report Approval:

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Council. Final approval is by the City Manager.