



SUBJECT: Investigation report from Burlington Ombudsman MUN-13421-0421

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

FROM: Office of the City Clerk

Report Number: CL-11-21

Wards Affected: Not applicable

File Numbers: 110-03

Date to Committee: December 6, 2021

Date to Council: December 14, 2021

Recommendation:

Receive the investigation report regarding file MUN-13421-0421 from ADR Chambers, Ombudsman for the City of Burlington.

PURPOSE:

Vision to Focus Alignment:

- Deliver customer centric services with a focus on efficiency and technology transformation
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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 December 2020, Council re-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.

Strategy/process

Process items specific to Ombudsman reports:

- At the July 9, 2020 meeting committee requested that a summary be included as part of the package – As this is a shorter report with no recommendations, no summary has been requested of ADR Chambers.
- Appendix A is an investigation report conducted by ADR Chambers on the file MUN 13421-0421, which features a narrative style of reporting on their investigation, and also includes a recommendation section (no recommendation has been provided).

Options Considered

As there are no recommendations, there is no requirement for departmental staff to provide a response. No other options have been considered.

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.

Total Financial Impact

Not applicable.

Source of Funding

Not applicable.

Other Resource Impacts

Not applicable.

Climate Implications

Not applicable.

Engagement Matters:

Not Applicable.

Conclusion:

This report transmits the investigation report from ADR Chambers.

Respectfully submitted,

Kevin Arjoon

City Clerk

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Appendices:

- A. Final Report regarding MUN-13421-0421 with findings 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 Counsel.