



Ontario Small Urban Municipalities

# Integrity for All The New Council Reality

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[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

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MAY 4, 2017

# Office of the Ontario Ombudsman

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# Complaint handling

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## Early Resolutions

Individual complaints  
Quickly resolved

## Investigations

Individual complaints  
More difficult issues

## Special Ombudsman Response Team

Systemic investigations

## Legal

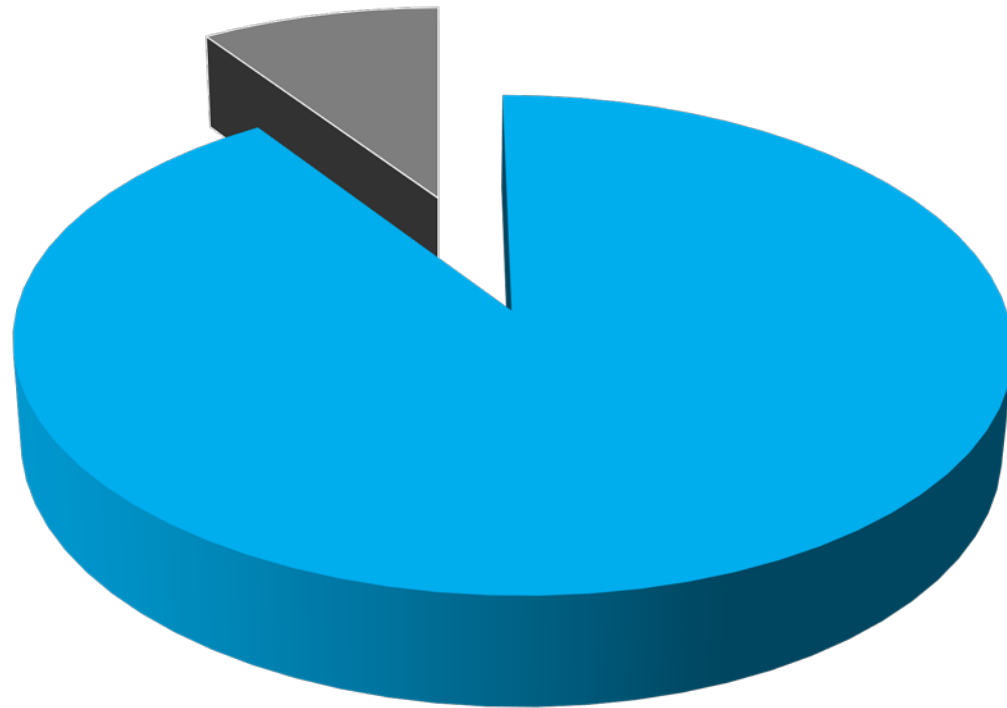
Complex issues  
Research  
Training



# Municipal complaints since January 1, 2016

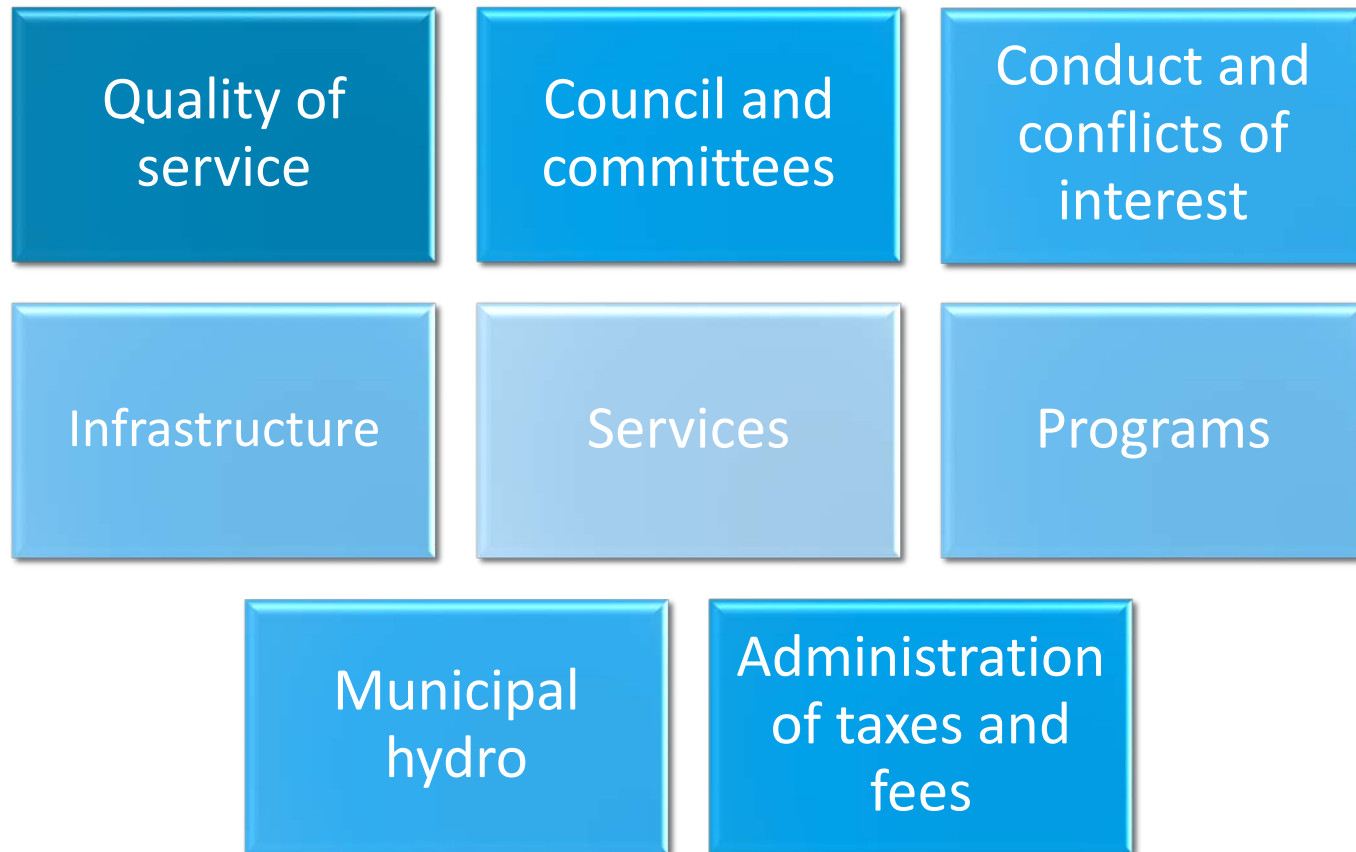
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- Closed
- Open



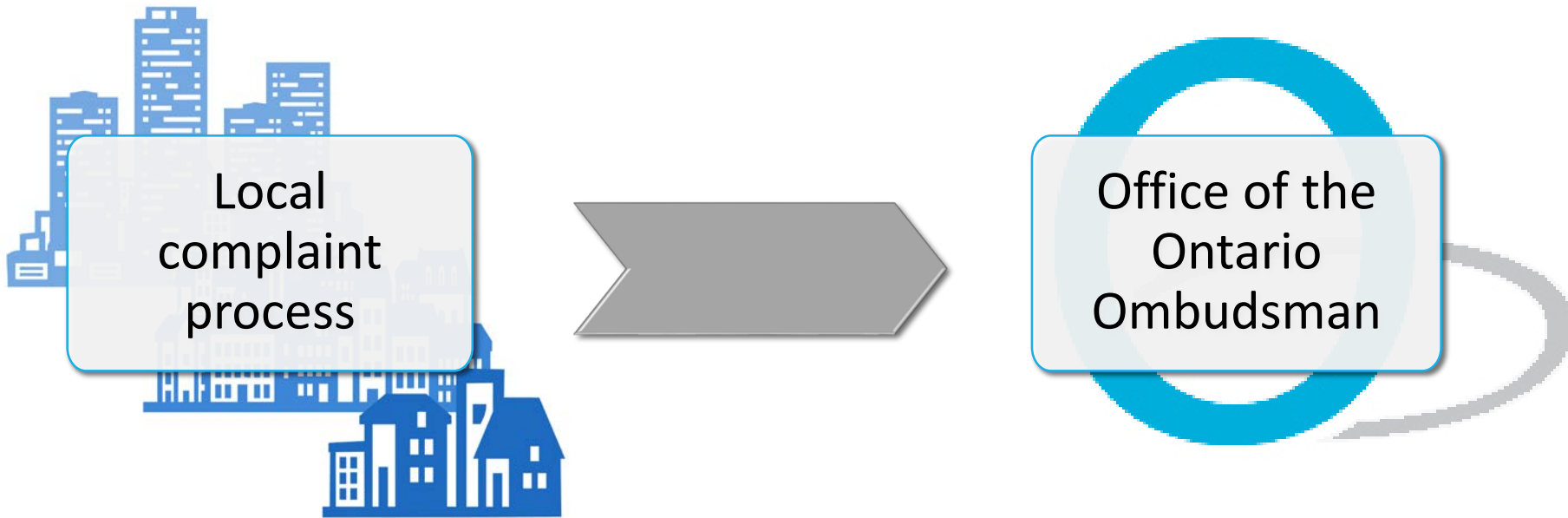
# Types of complaints

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# Process

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# Code of Conduct

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# Integrity Commissioner's decision

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**REVIEW**

The word "REVIEW" is rendered in large, bold, green 3D block letters. A magnifying glass with a silver frame and a black handle is positioned over the letter 'V', focusing attention on it. The letters have a slight shadow beneath them, giving them a three-dimensional appearance.



# We would consider if the Commissioner:

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- Acted in accordance with relevant legislation
- Considered issues before them
- Followed a fair practice
- Obtained and considered relevant information
- Provided sufficient reasons to support their decision based on the available evidence



# Review an Integrity Commissioner's process

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# Review an Integrity Commissioner's process

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# Submission on Bill 68

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- Councils, local boards and committees should be prohibited from materially advancing business or decision-making through electronic or serial communications
- New definition of local board
- Resolution in response to reports about closed meeting complaint investigators
- All municipalities should have public complaint processes that are available to all citizens and are free of charge



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