

SECTION: Corporate Services SUBJECT: Public Complaints Respecting Administration of the AMPS Program		POLICY: AMPS – Policy - 03
EFFECTIVE: May 8, 2019	REPLACES:	PAGE: 1
APPROVED BY: Commissioner, Corporate Services	PROCEDURAL UPDATES:	

POLICY STATEMENT:

This policy is to address any public complaint regarding the administration of the Administrative Monetary Penalty System (AMPS) program.

PURPOSE:

To ensure the AMPS program remains an open, accessible, responsive, accountable, efficient and effective system for parking enforcement in the City of Brampton, and any public complaints are addressed in a timely and responsible manner.

SCOPE:

This policy applies to all public complaints, informal or formal, regarding all aspects of the AMPS program, and applies to all administrative actions and functions of all City employees and other persons responsible for the administration of the AMPS program.

The City's [public complaint resolution guideline](#) shall be used as the basis for addressing any public complaint filed under this policy in regard to the administrative actions of a City employee, Screening Officer or Hearing Officer under the AMPS program.

Screening Officers and Hearing Officers do not have jurisdiction to consider questions relating to the validity of a statute, regulation or by-law or the constitutional applicability or operability of any statute, regulation or by-law. Any public complaints regarding the validity of a statute, regulation or by-law or the constitutional applicability or operability of any statute, regulation or by-law will not be processed through this policy.

This policy is not intended to replace other specific City programs, policy/procedures and legal processes available to the public to address public concerns with the AMPS program.

PROCEDURE:

A public complaint shall be processed in keeping with the public complaints resolution guideline, including but not limited to the following:

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1. Any public complaint must be in writing, identifying the name and full contact information of the complainant, and sent to the Commissioner, Corporate Services, or his or her delegate(s), within 30 days in respect to the date of the event for which the complaint is being made. Complaints that are anonymous will not be accepted.
2. All complaints shall be treated as confidential by the Commissioner, Corporate Services, respecting personal information privacy and confidentiality, subject to legislative provisions.
3. Any complaint regarding a Member of Council in respect of the administration of AMPS shall be processed in accordance with the Mayor and Member of Council Code of Conduct.
4. The Commissioner, Corporate Services, or his or her designate(s), will not address or process any public complaint that is deemed by the Commissioner, Corporate Services, or his or her designate(s), as frivolous, vexatious, trivial or made in bad faith.
5. A complainant may withdraw his/her complaint at any time.
6. Where possible, attempts will be made to address public complaints through an informal resolution process before proceeding to a formal resolution process.
7. Any deemed resolution of a formal complaint will be addressed by written response by the Commissioner, Corporate Services, or his or her designate(s), to the person filing the complaint. A public complaint sustained through a review cannot be used as the basis to change or void a decision of a Screening Officer or Hearing Officer, including any penalty fines and administrative fees due or paid.
8. The Commissioner, Corporate Services will report annually as part of the annual AMPS program report on the summary of public complaints filed and addressed in respect of the AMPS program.

Procedures may be defined by the Commissioner, Corporate Services to address specific implementation of this policy.

ACCOUNTABILITY

All persons responsible for administering the AMPS program shall be responsible for implementation of this policy. The Commissioner, Corporate Services, or his or her designate(s), unless otherwise noted, shall be responsible for addressing public complaints regarding the administration of the AMPS program.

ADMINISTRATION:

This policy shall be administered by the Commissioner, Corporate Services.

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REFERENCE AUTHORITIES:

Municipal Act, 2001
 Ontario Regulation 333/07 (Administrative Penalties)
 City of Brampton By-law 333-2013
 City of Brampton By-law 334-2013
 City's Public Complaint Resolution Guideline

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