



Municipality of Meaford Corporate Policy

Policy: Administrative Penalty System – Public Complaint Policy

Division: Legislative Services

New Policy: July 2026

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Policy Statement

The Municipality of Meaford is committed to ensuring the Administrative Penalty System (APS) program is conducted in a fair and independent manner and to ensure that any complaints from the public regarding the APS program are addressed promptly and under the guidelines of this policy.

Purpose

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

In accordance with Ontario Regulation 333/07, this policy is to establish a public complaint policy to ensure that the APS program remains an open, accessible, responsive, accountable, efficient, and effective system for enforcement in the Municipality, and any public complaints are addressed in a timely and responsible manner.

Definitions

For the purposes of this Policy, all terms are defined in accordance with the Administrative Penalty By-law 2026-47 and the Screening and Hearing Officer By-law 2026-48.

“Chief Administrative Officer” or “CAO” means the senior executive appointed by Council who is responsible for managing the Municipality’s staff and operations.

“Council Code of Conduct” means the Municipality of Meaford Code of Conduct for Council and Local Boards, as amended, supplemented or replaced from time to time, or any successor code or policy.

“Integrity Commissioner” means the Integrity Commissioner appointed by Municipal Council.

Scope

This policy applies to all public complaints, informal or formal, regarding all aspects of the APS program, and applies to all administrative actions and functions of all Municipal employees and other persons responsible for the administration of the APS 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 Municipal programs, policy, procedures and legal processes available to the public to address public concerns with the APS program.

Policy Requirements

Procedures

A public complaint shall be processed as follows:

1. Any public complaint must be in writing, using the prescribed form, identifying the name and full contact information of the complainant, and sent to the Director, or delegate, within thirty (30) days in respect to the date of the event for which the complaint is being made. Incomplete complaint forms or forms submitted after the 30 days of the date of the event may not be processed, at the discretion of the Director of Legislative Services.
2. A public complaint may be submitted by using the prescribed form;
 - a. Electronically on the Municipal website at www.meaford.ca/aps
 - b. By email: clerk@meaford.ca
 - c. In addressed to:

Municipality of Meaford
att: Clerk
21 Trowbridge Street West
Meaford, ON
N4L 1A1

3. All complaints shall be treated as confidential by the Director of Legislative Services, or designate, respecting personal information privacy and confidentiality, subject to the requirements of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56.
4. Any complaint regarding a Member of Council in respect of the administration of APS shall be processed in accordance with the

Council Code of Conduct and sent to the Municipality's Integrity Commissioner.

5. The Director of Legislative Service, or designate, will not address or process any public complaint that is deemed by the Director of Legislative Service, or designate, in consultation with the Chief Administrative Officer (CAO) as frivolous, vexatious, trivial, or made in bad faith.
6. Where possible, attempts will be made to address public complaints through an informal resolution process before proceeding to a formal resolution process.
7. A formal complaint process shall require the undertaking of an investigation by the Director, the Chief Administrative Officer (CAO) or a consultant hired for that purpose. Any deemed resolution of a formal complaint will be addressed by a written response from the Director of Legislative Service to the person filing the complaint and will include the findings and any remedial or other actions that are required.
8. Any deemed resolution of a formal complaint will be provided to the person filing the complaint but may be redacted for privacy purposes. 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 penalties and administrative fees due or paid.
9. Anonymous complaints will not be accepted.
10. A complainant may withdraw his/her complaint at any time by notifying in writing to Director of Legislative Services to clerk@meaford.ca with subject line - APS – compliant withdrawal.

Compliance

In accordance with the Municipality of Meaford's policies and applicable legislation, any employee or appointee found to be demonstrating actions and/or behaviours that are not consistent with the terms of this Policy will



result in an investigation, subject to possible discipline up to and including revocation of appointment and/or termination of employment.

Review

This policy shall be reviewed once during the term of Council.

Monitoring

The Director of Legislative Services shall be responsible for receiving complaints and/or concerns related to this policy.

Authority

This policy is established pursuant to Section 11 (2) of the Municipal Act, 2001 which provides for the passing of by-laws and adoption of policies pertaining to the accountability and transparency of the Municipality.

Contact

Director of Legislative Services
Telephone: 519-538-1060 ext. 1100
Email: clerk@meaford.ca