



CORPORATE POLICY MANUAL

Policy Name: Public Complaints Respecting the Administrative Monetary Penalties Policy	Policy Number: CP-2025-04
Adopted: June 11, 2025 (Date)	Division/ Department: Digital Government, Customer & Recreational Services
Authority: Resolution # RES-2025-181	Supersedes: none
Review by Date: June 30, 2026	Last Modified: n/a

Purpose

The purpose of this document is to provide a process for public complaints regarding the Administrative Monetary Penalties Program and to ensure that the program is transparent, accessible, responsive, accountable, efficient and effective and to ensure that all public complaints are addressed in a timely and responsible manner.

Ontario Regulation 333/074 requires that the Town develop a policy to address public complaints regarding the administration of AMPS.

Policy Statement

The Automated Speed/Administrative Penalties Program aligns with Council's Strategic Plan of improving citizen comfort levels and reducing safety concerns.

This Policy is to affirm that the Town of Midland's ASE/AMPS shall follow the existing policies and procedures related to Public Complaints respect the program.

Definitions

For the purposes of this Policy:

AMPS means Administrative Monetary Penalty System;

ASE means Automated Speed Enforcement;

Council means the Council of the Town;

Manager means Legal & Risk Program Manager, their delegate, or anyone designated by the Manager to perform duties pursuant to the ASE/AMPS Program;

Hearing Officer means a person who performs the functions of a Hearing Officer in accordance with section 6 and 7 of By-law 2025-35.

Screening Officer means a person who performs the functions of a Screening Officer in accordance with section 6 and 7 of By-law 2025-35.

Town means The Corporation of the Town of Midland.

Provisions

1. Application

This Policy applies to all public complaints, informal or formal, regarding all aspects of ASE/AMPS, and applies to all administrative actions and functions of all Town employees and other individuals responsible for the administration of ASE/AMPS.

Any public complaint filed under this Policy in regards to administrative actions of the Town employee, Screening Officer or Hearing Officer under ASE/AMPS shall be referred to the Manager, using the prescribed form.

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 such complaints will not be processed through this Policy.

This Policy is not intended to replace other specific Town programs, policies/procedures and legal processes available to the public to address public concerns with ASE/AMPS.

2. Framework for Public Complaints

The following is the framework for processing of public complaints:

- a) 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 Manager, or designate, within 30 calendar days of the date of the event for which the complaint is being made.
- b) All complaints shall be treated as confidential by the Manager, respecting personal information privacy and confidentiality, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.
- c) Any complaint regarding a Member of Council in respect of the administration of ASE/AMPS shall be processed in accordance with the Council Code of Conduct.
- d) The Manager, or designate, will not address or process any public complaint that is deemed by the Manager, or designate, as frivolous,

vexatious, trivial or made in bad faith.

- e) Where possible, attempts will be made to address public complaints through an informal resolution process before proceeding to a formal resolution process.
- f) An investigation shall be undertaken by the Manager, or designate. Any deemed resolution of a formal complaint will be addressed by a written response from the Manager, or designate, to the person filing the complaint. A public complaint sustained through a review cannot be used as a basis to change or void a decision of a Screening Officer or Hearing Officer, including any penalties or administrative fees due or paid.
- g) The Manager will report annually as part of the annual ASE/AMPS program report the summary of public complaints filed and addressed in respect of the ASE/AMPS program.

3. Anonymous Complaints

Complaints that are anonymous will not be accepted.

4. Withdrawal of Complaint

A complaint may be withdrawn at any time.

5. Accountability

All individuals responsible for administering the ASE/AMPS program shall be responsible for adherence of this policy. The Manager, or designate, unless otherwise noted, shall be responsible for addressing public complaints regarding the administration of ASE/AMPS.

References and Related Policies

Municipal Act, 2001

O. Reg. 333/07

Town of Midland By-law 2025-35

Review Cycle

This policy will be reviewed once per term of Council or as required based on revisions to corporate practices or governing legislation.