



A People Place, A Change of Pace
SHELburne
ONTARIO, CANADA

CORPORATE POLICY – AMPS-002

DEPARTMENT:	Legislative Services
POLICY:	Public Complaints Respecting the Administration of the Administrative Monetary Penalty System (AMPS)
APPROVAL:	Director of Legislative Services/Clerk
EFFECTIVE DATE:	March 10, 2025

1. PURPOSE

This policy is to address any public complaints regarding the administration of the Administrative Monetary Penalty System (AMPS) and to ensure AMPS remains a transparent, accessible, responsive, accountable, efficient and effective system for By-law Enforcement in the Town of Shelburne, and that any public complaints are addressed in a timely and responsible manner.

In accordance with [Ontario Regulation 333/07](#), the Town is required to develop a policy to address public complaints regarding the administration of AMPS.

2. POLICY PRINCIPLES

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

Any public complaint filed under this Policy in regards to the administrative actions of a Town employee, Screening Officer or Hearing Officer under AMPS shall be referred to the Clerk.

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 AMPS.



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3. DEFINITIONS

AMPS means the Administrative Monetary Penalty System;

Town means The Corporation of the Town of Shelburne;

Clerk means the Director of Legislative Services/Clerk, or their delegate, or anyone designated by the Clerk to perform duties pursuant to the Administrative Monetary Penalty System;

Council means the Council of the Town of Shelburne;

Hearing Officer means a person who performs the functions of a Hearing Officer in accordance with section 9 of By-law 09-2025;

Screening Officer means a person who performs the functions of a Screening Officer in accordance with section 9 of By-law 09-2025.

4. POLICY

4.1 A public complaint shall be processed using the following framework:

- (a) Any public complaint must be in writing, identifying the name and full contact information of the complainant, and sent to the Clerk, or designate, within 30 days of the date of the event for which the complaint is being made.
- (b) All complaints shall be treated as confidential by the Clerk's Office, 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 AMPS shall be processed in accordance with the Council Code of Conduct.
- (d) The Clerk, or designate, will not address or process any public complaint that is deemed by the Clerk, 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.



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- (f) Any deemed resolution of a formal complaint will be addressed by a written response from the Clerk, or designate, 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 penalties and administrative fees due or paid.

4.2 Anonymous complaints

Complaints that are anonymous will not be accepted.

4.3 Withdrawing a complaint

A complainant may withdraw their complaint at anytime.

4.4 Accountability

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

5. ADMINISTRATION AND CONTACT

This Policy shall be administered by the Legislative Services Department. Procedures may be defined, and amended from time to time, by the Clerk to address specific implementation of this Policy.

Cross References

[Municipal Act, 2001](#)

[Ontario Regulation 333/07](#) (Administrative Penalties)

Town of Shelburne AMPS Bylaw #09-2025

[Council Code of Conduct Bylaw #03-2016](#)

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Policy Approved By: Jennifer Willoughby, Director of Legislative Services/Clerk

Approval Date: March 10, 2025

Policy Effective Date: March 10, 2025