

Public Complaints Respecting the Administration of Parking Tickets (AMPS) and Non-Parking Related Offences (APS)

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Revision Date(s):	N/A
Approval Authority:	Director of Planning and Development Services

1. Purpose

This Policy addresses public complaints relating to the administration of AMPS and APS.

In accordance with Ontario Regulation 333/07, the City is required to develop a policy to address public complaints regarding the administration of AMPS and APS.

2. Policy Principles

This Policy ensures that public complaints regarding the administration of AMPS and APS are addressed in a timely and responsible manner.

3. Definitions

For the purposes of this Policy, the following terms are defined in accordance with the Administrative Monetary Penalty System By-law 2014-64 and the Administrative Penalty System By-law 2019-134

- **AMPS:** means Administrative Monetary Penalty System pursuant to the Administrative Monetary Penalty System Bylaw 2014-64
- **APS:** means Administrative Penalty System pursuant to the Administrative Penalty System By-law 2019-134
- **City:** means City of Welland;
- **Council:** means the Council of the City;
- **Director:** means the Director of Planning and Development Services for the City or their designate;
- **Hearing Officer:** means a person who performs the functions of a Hearing Officer in accordance with PART VI of the City's Administrative Monetary Penalty System, By-law 2014-64 and the Administrative Penalty System By-law 2019-134;

- **Screening Officer:** means a person who performs the functions of a Screening Officer in with PART V of the City's Administrative Monetary Penalty System, By-law 2014-64 and the Administrative Penalty System By-law 2019-134;

4. Scope

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

Any public complaint filed under this Policy in regards to the administrative actions of a City's employee, Screening Officer or Hearing Officer under AMPS and APS shall be referred to the Director, using the prescribed form.

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

5. Policy

5.1. Complaints from the Public

- i. A 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 designate, within 30 days of the date of the event for which the complaint is being made.
- ii. All complaints shall be treated as confidential by the Director, 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.
- iii. Any complaint regarding a Member of Council in respect of the administration of AMPS and APS shall be processed in accordance with the Council Code of Conduct.

- iv. The Director, or designate, will not address or process any public complaint that is deemed by the Director, or designate, as frivolous, vexatious, trivial, or made in bad faith.
- v. Any deemed resolution of a formal complaint will be addressed by a written response from the Director 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.

5.2. Anonymous Complaints

- i. Complaints that are anonymous will not be accepted.

5.3. Withdrawing a Complaint

- i. A complainant may withdraw his/her complaint at any time.

5.4. Administration and Contact

- i. This Policy shall be administered by the Director. Procedures may be defined, and amended from time to time, by the Director to address specific implementation of this Policy.
- ii. A public complaint may be submitted:
 - 1. By emailing devserv@welland.ca, or
 - 2. In writing addressed to:
City of Welland
Attention: Director of Planning and Development Services
60 East Main Street
Welland, Ontario
L3B 3X4
- iii. The Director shall have the authority to amend or revise this policy from time to time as may be required.

6. Roles and Responsibilities

All individuals responsible for administering the AMPS and APS program shall be responsible for adherence to this policy.

Screening Officers and Hearing Officers do not have jurisdiction to consider questions relating to the validity of any 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.

The Director, or designate, unless otherwise noted, shall be responsible for addressing public complaints regarding the administration of the AMPS.

7. References and Related Documents

The following documents relate to and support this policy:

- *Municipal Act, 2001*, S.O. 2001, c. 25
- Ontario Regulation 333/07 (Administrative Penalties)
- City of Welland Administrative Monetary Penalty System By-law 2014-064
- City of Welland Administrative Penalty System By-law 2019-134
- Employee Code of Conduct
- Council Code of Conduct

8. Consequences of Non-Compliance

In cases of Policy violation, the City may investigate and determine the appropriate corrective action(s) in accordance with the applicable policy, including but limited to the Council Code of Conduct, Employee Code of Conduct, and/or Employee Disciplinary Policy. Non-compliance of a Screening or Hearing Officer may include suspension or termination.

9. Review Cycle

This Policy shall be reviewed by the Director of Planning and Development Services as necessary.