

BACKGROUND

On June 1, 2016, the City opened its 'Wrongdoing Hotline' for citizens, employees and contractors to report complaints that could be deemed illegal, dishonest, wasteful or a deliberate violation of policy. This report summarizes the complaints received from June 1, 2024 to May 31, 2025 and provides comparative statistics for the two previous years.

OBSERVATIONS

1. Fewer complaints were received during the year ended May 31, 2025 than in the prior year (207 in 2025 compared to 242 in 2024).
2. Approximately 42% of the complaints received during the year ended May 31, 2025 were subject to investigation compared to 38% in 2024. The number of active complaints at the end of May 2025 was 6 compared to 12 in 2024.
3. The costs for investigations by third parties for the year ended May 31, 2025 were nil compared to \$7,900 in the previous year. The internal costs for administering the hotline were \$65,250 in 2025 compared to \$69,500 in 2024.
4. The 207 complaints received during the year ended May 31, 2025 came from 126 identifiable individuals and 81 anonymous complainants. Three of the identifiable individuals filed more than one complaint.

SUMMARY OF COMPLAINTS

	Year Ended May 31		
	2023	2024	2025
Total complaints initiated	241	276	247
Tests	(1)	(2)	-
Incomplete complaints	(32)	(32)	(40)
Complaints received	208	242	207
Complaints closed	(205)	(230)	201
Active complaints not yet analyzed	3	12	6

DISPOSITION OF COMPLAINTS

	Year Ended May 31		
	2023	2024	2025
Complaints received	208	242	207
Complaints referred to other areas for review	(136)	(136)	(85)
Complaints referred to law enforcement	-	-	(2)
Complaints unrelated to CGS	(13)	(13)	(25)
Vexatious or frivolous complaints	(1)	-	(8)
Duplicate complaints	(3)	-	-
Complaints subject to investigation	55	93	87
Insufficient evidence found or no action required	(32)	(49)	(44)
Complaints which required detailed analysis	23	44	43
Closed with action planned or taken	(20)	(32)	(37)
Active complaints not yet analyzed	3	12	6

SUBJECT OF COMPLAINTS INVESTIGATED

Subject	Active Complaints at the End of May 31			Complaints that Required Action During Year Ended May 31		
	2023	2024	2025	2023	2024	2025
City Processes	1	3	2	6	10	11
City Contractor	1	0	1	1	0	4
City Staff	1	6	3	8	11	20
Resident	0	2	0	5	9	2
Business	0	1	0	0	2	0
Total	3	12	6	20	32	37

COMPLAINTS WHICH REQUIRED ACTION DURING THE YEAR ENDED MAY 31, 2025

Complaint	Opened	Closed	Action Planned or Taken for Closed Complaints
24-0103	Jun 3	Nov 14	Management clarified the expectations for service to the contractor.
24-0108	Jun 3	Mar 5	Management has taken appropriate action with staff to prevent a reoccurrence.
24-0110	Jun 3	Mar 3	Management sent the complaint to the contractor to address with their staff to prevent a reoccurrence.
24-0112	Jun 18	Mar 7	Management advised the client to file a discrimination and harassment complaint.
24-0138	Jul 18	Jul 22	Management reminded contract staff of workplace rules of conduct.
24-0147	Jul 31	Nov 12	Management agreed to advise the employee of the policy requirements for the use of City vehicles.
24-0161	Aug 14	Aug 15	Management conducted a review and provided a refund to the customer.
24-0166	Aug 17	Oct 21	Management agreed to take steps to avoid a reoccurrence.
24-0168	Aug 21	Oct 12	Staff reviewed the complaint and addressed both of the concerns raised.
24-0169	Aug 21	Mar 10	Management has addressed the staff's person's personal use of the work phone.
24-0170	Aug 25	Oct 26	Staff provided education to the resident on the garbage collection interval.
24-0174	Aug 29	Sep 4	Management agreed to investigate the concerns raised and to report them to an external agency if appropriate.
24-0178	Sep 5	Sep 20	Management reviewed this complaint and identified steps to improve interactions with residents at work sites.
24-0179	Sep 1	Nov 12	Management provided coaching to staff to improve customer service.
24-0180	Sep 7	Nov 12	Management scheduled a meeting with the contractor to discuss the incident and corrective actions to prevent a reoccurrence.
24-0181	Sep 10	Oct 1	Management reviewed the complaint and provided coaching to the employee to prevent a reoccurrence.
24-0188	Sep 21	Sep 21	A follow-up audit of fleet services has been scheduled for 2025 to review the use of City vehicles.
24-0196	Sep 26	Nov 11	Management addressed the issues identified in the complaint.
24-0199	Sep 29	Oct 8	Management will communicate with staff to remind them of service level expectations.
24-0208	Oct 10	Oct 15	Management will take corrective action to prevent a reoccurrence of the concern.
24-0213	Oct 19	Oct 28	Steps have been taken to prevent a reoccurrence of the concerns identified.
24-0214	Oct 23	May 22	Management included the requested work in ditching program.
24-0220	Nov 7	Mar 6	Management addressed the performance of the contract staff with the contractor.
24-0225	Nov 14	Nov 15	Management provided coaching to the employee to prevent a reoccurrence
24-0238	Dec 3	Mar 10	Legal Services staff have addressed the concerns effectively.
24-0255	Dec 24	Mar 10	Management added the property to the list for repairs in the spring.
25-0003	Jan 4	Jan 22	Management contacted the contractor to improve service going forward.
25-0010	Jan 28	Mar 3	Management responded by adjusting the complainant's account as requested.
25-0011	Jan 28	Apr 1	In response to the complaint, coaching was provided to the manager.
25-0019	Feb 11	Mar 5	Staff provided the complainant with a credit for swimming lessons.
25-0022	Feb 12	Mar 3	Management advised the complainant how to apply for a transfer within GSHC.
25-0031	Feb 25	Apr 14	After investigating, management planned steps to prevent a reoccurrence.
25-0032	Feb 25	Apr 14	Management plans to take steps to prevent a reoccurrence.
25-0038	Mar 6	Mar 10	In consultation with Communications, staff have responded to the complaint.
25-0044	Mar 18	Apr 4	Staff have been advised to document all details on future maintenance requests.
25-0079	May 22	May 27	By-law staff have extended the date for corrective actions to be taken.
25-0081	May 23	May 29	Customer service training will be provided to staff to prevent a reoccurrence.

OVERVIEW OF INDIVIDUAL COMPLAINTS RECEIVED DURING THE YEAR ENDED MAY 31, 2025

	Opened	Closed	Complaint/Allegation	Investigation Outcome
24-0097	Jun 2	Jun 3	Noise complaint	Referred internally
24-0098	Jun 2	Jun 3	Noise complaint	Referred internally
24-0099	Jun 3	Jun 3	Bill for property cleanup	Referred internally
24-0100	Jun 3	Jun 5	Property maintenance	Referred internally
24-0101	Jun 3	Jun 26	Property maintenance	Referred internally
24-0102	Jun 3	Mar 5	Staff conduct	Insufficient evidence of wrongdoing
24-0103	Jun 3	Nov 14	Customer service	Action planned or taken
24-0104	Jun 3	Nov 12	Customer service	Insufficient evidence of wrongdoing
24-0105	Jun 3	Jun 10	Burning complaint	Referred internally
24-0106	Jun 3	Jun 20	Property maintenance	Referred internally
24-0107	Jun 3	Jun 14	Trail maintenance	Referred internally
24-0108	Jun 3	Mar 5	Staff conduct	Action planned or taken
24-0109	NC			
24-0110	Jun 3	Mar 3	Staff conduct	Action planned or taken
24-0111	NC			
24-0112	Jun 18	Mar 7	Staff conduct	Action planned or taken
24-0113	Jun 19	Mar 13	Staff conduct	Insufficient evidence of wrongdoing
24-0114	NC			
24-0115	Jun 26	Jul 4	Property maintenance	Referred internally
24-0116	Jun 27	Oct 28	Contract administration	Outside the City's jurisdiction
24-0117	Jun 27	Jul 4	Littering	Referred internally
24-0118	NC			
24-0119	Jun 28	Mar 14	Staff conduct	Insufficient evidence of wrongdoing
24-0120	Jun 28	Jul 2	Building without a permit	Referred internally
24-0121	Jun 28	Jul 2	Building without a permit	Referred internally
24-0122	Jul 2	May 28	Staff conduct	No action planned or taken
24-0123	Jul 3	Jul 5	Income reporting	Insufficient evidence of wrongdoing
24-0124	Jul 3	Jul 20	Noise complaint	Referred internally
24-0125	NC			
24-0126	Jul 4	Jul 5	Illegal parking	Referred internally
24-0127	Jul 6	Jul 7	Threats of harm	Outside the City's jurisdiction
24-0128	Jul 7	Jul 8	Illegal burning	No action planned or taken
24-0129	Jul 8	Jul 9	Service level complaint	No action planned or taken
24-0130	Jul 9	Jul 9	Property maintenance	Referred internally
24-0131	NC			
24-0132	NC			
24-0133	Jul 12	Mar 5	Staff conduct	Referred to external agency
24-0134	Jul 12	May 22	Staff conduct	Insufficient evidence of wrongdoing
24-0135	Jul 16	Sep 16	Rental agreement violation	Insufficient evidence of wrongdoing
24-0136	NC			
24-0137	Jul 17	Jul 24	Illegal tree cutting	Referred internally
24-0138	Jul 18	Jul 22	Alleged assault	Action planned or taken
24-0139	Jul 18	Jul 20	Tenant agreement violation	Referred internally
24-0140	Jul 19	Jul 19	Illegal burning	Referred internally
24-0141	Jul 20	Oct 26	Illegal business	Referred internally
24-0142	Jul 25	Jul 26	Illegal burning	Referred internally
24-0143	Jul 28	Jul 29	Noise complaint	Referred internally
24-0144	Jul 28	Jul 29	Illegal camping	Referred internally
24-0145	Jul 28	Jul 29	Illegal business	Referred internally
24-0146	Jul 30	Mar 7	Staff conduct	Insufficient evidence of wrongdoing
24-0147	Jul 31	Nov 12	Staff conduct	Action planned or taken
24-0148	Jul 31	Aug 7	Illegal parking	Referred internally
24-0149	NC			
24-0150	NC			
24-0151	Aug 5	Oct 28	Unsafe parking	No action planned or taken
24-0152	Aug 5	Aug 7	Illegal dumping	Referred internally

24-0153	Aug 5	Nov 8	Property maintenance	Referred internally
24-0154	NC			
24-0155	Aug 8	May 22	Site plan control	Insufficient evidence of wrongdoing
24-0156	Aug 10	Aug 14	Noise complaint	Referred internally
24-0157	NC			
24-0158	NC			
24-0159	NC			
24-0160	Aug 14	Aug 14	Noise complaint	Referred internally
24-0161	Aug 14	Aug 15	Poor customer service	Action planned or taken
24-0162	Aug 14	Aug 14	Illegal burning	Referred internally
24-0163	Aug 15	Aug 19	Property maintenance	Referred internally
24-0164	NC			
24-0165	Aug 17	Nov 13	Staff conduct	Insufficient evidence of wrongdoing
24-0166	Aug 17	Oct 21	Staff conduct	Action planned or taken
24-0167	Aug 18	Aug 19	Parking violation	Referred internally
24-0168	Aug 21	Oct 12	Animal shelter webpage	Action planned or taken
24-0169	Aug 21	Mar 10	Staff conduct	Action planned or taken
24-0170	Aug 25	Oct 26	Property maintenance	Action planned or taken
24-0171	NC			
24-0172	Aug 26	Nov 19	Littering	Insufficient evidence of wrongdoing
24-0173	Aug 28	Aug 29	Illegal parking	Referred internally
24-0174	Aug 29	Sep 4	Illegal activity	Action planned or taken
24-0175	Sep 1	Sep 5	Health issues with apartment	Referred internally
24-0176	Sep 3	Oct 26	Noise complaint	Referred internally
24-0177	Sep 3	Sep 5	Illegal activity	Outside the City's jurisdiction
24-0178	Sep 5	Sep 20	Staff conduct	Action planned or taken
24-0179	Sep 7	Nov 12	Staff conduct	Action planned or taken
24-0180	Sep 7	Nov 12	Contractor conduct	Action planned or taken
24-0181	Sep 10	Oct 1	Staff conduct	Action planned or taken
24-0182	Sep 12	Mar 7	Staff conduct	No action planned or taken
24-0183	NC			
24-0184	Sep 17	Sep 19	Private dispute	Outside the City's jurisdiction
24-0185	NC			
24-0186	Sep 20	Sep 21	Noise complaint	Referred internally
24-0187	Sep 20	Sep 23	Burning complaint	Referred internally
24-0188	Sep 21	Sep 21	Use of City vehicle	Action planned or taken
24-0189	Sep 22	Oct 1	Illegal parking	Referred internally
24-0190	Sep 23	Sep 23	Garbage disposal	Referred internally
24-0191	Sep 23	Sep 23	Integrity Commissioner's actions	Outside the City's jurisdiction
24-0192	Sep 23	Mar 7	Salaries of staff	Insufficient evidence of wrongdoing
24-0193	Sep 24	Nov 20	Staff conduct	Insufficient evidence of wrongdoing
24-0194	NC			
24-0195	Sep 26	Nov 19	Staff conduct	Insufficient evidence of wrongdoing
24-0196	Sep 26	Nov 11	Service quality	Action planned or taken
24-0197	Sep 26	Oct 26	Illegal dumping	Referred internally
24-0198	Sep 28	Oct 5	Noise complaint	Referred internally
24-0199	Sep 29	Oct 8	Staff conduct	Action planned or taken
24-0200	Sep 30	Oct 1	Animal control	Referred internally
24-0201	Oct 2	Oct 4	Unsafe building	Referred internally
24-0202	Oct 3	Oct 4	Non-compliant fence	Referred internally
24-0203	Oct 3	Oct 4	Animal control	Referred internally
24-0204	Oct 3	Oct 4	Illegal dumping	Referred internally
24-0205	Oct 5	Oct 26	Property management	Referred internally
24-0206	NC			
24-0207	Oct 10	Oct 21	Green box collection	No action planned or taken
24-0208	Oct 10	Oct 15	Staff conduct	Action planned or taken
24-0209	NC			
24-0210	Oct 16	Oct 17	Illegal parking	Referred internally
24-0211	Oct 16	Oct 17	Property maintenance	Referred internally

24-0212	Oct 16	Oct 12	Illegal dumping	Referred internally
24-0213	Oct 19	Oct 28	Staff conduct	Action planned or taken
24-0214	Oct 23	May 22	Road ditching	Action planned or taken
24-0215	Oct 25	Oct 28	Property maintenance	Referred internally
24-0216	Oct 28	Dec 11	Tree cutting	Referred internally
24-0217	Oct 29	Jan 12	Unsafe private job site	Outside the City's jurisdiction
24-0218	Oct 29	Oct 30	Building without a permit	Referred internally
24-0219	Oct 30	Nov 4	Illegal activity	Outside the City's jurisdiction
24-0220	Nov 7	Mar 6	Contractor conduct	Action planned or taken
24-0221	Nov 7	Nov 18	Staff conduct	Insufficient evidence of wrongdoing
24-0222	Nov 7	Nov 19	Service level complaint	Outside the City's jurisdiction
24-0223	Nov 8	Jan 10	Staff conduct	No action planned or taken
24-0224	Nov 11	Nov 12	Service level complaint	Referred internally
24-0225	Nov 14	Nov 15	Service level complaint	Action planned or taken
24-0226	Nov 15	Dec 27	Staff conduct	Insufficient evidence of wrongdoing
24-0227	NC			
24-0228	Nov 20	Nov 20	Illegal activity	Outside the City's jurisdiction
24-0229	Nov 21	Nov 26	Illegal activity	Referred to external agency
24-0230	Nov 21		Staff conduct	
24-0231	Nov 22	Mar 28	Staff conduct	Insufficient evidence of wrongdoing
24-0232	Nov 25	Nov 26	Garbage disposal	Referred internally
24-0233	Nov 25	Nov 30	Parking enforcement	Referred internally
24-0234	Nov 28	Dec 2	Bylaw enforcement	Referred internally
24-0235	Nov 30	Nov 30	Retail complaint	Outside the City's jurisdiction
24-0236	Dec 1	Dec 2	Animal control	Referred internally
24-0237	Dec 2	Dec 11	Road maintenance	Insufficient evidence of wrongdoing
24-0238	Dec 3	Mar 10	Staff conduct	Action planned or taken
24-0239	Dec 3	Dec 10	Noise complaint	Referred internally
24-0240	Dec 3	Dec 11	Illegal dumping	Referred internally
24-0241	NC			
24-0242	NC			
24-0243	Dec 7	Dec 27	Illegal apartment	Referred internally
24-0244	Dec 8	Dec 8	Snowplowing	Vexatious
24-0245	Dec 10	Jan 6	<i>Staff conduct</i>	Insufficient evidence of wrongdoing
24-0246	Dec 10	Dec 10	Illegal activity	Vexatious
24-0247	Dec 10	Mar 11	Staff conduct	Insufficient evidence of wrongdoing
24-0248	Dec 11	Dec 13	Illegal parking	Referred internally
24-0249	Dec 11	Dec 13	Illegal parking	Referred internally
24-0250	Dec 12	Dec 13	Illegal building	Referred internally
24-0251	Dec 12	Dec 13	Snow clearing	Referred internally
24-0252	Dec 20	Apr 2	Illegal building	Referred internally
24-0253	NC			
24-0254	Dec 24	Jan 6	Staff conduct	Insufficient evidence of wrongdoing
24-0255	Dec 24	Mar 10	Snowplowing	Action planned or taken
24-0256	Dec 24	Jan 10	<i>Unsafe driving</i>	Outside the City's jurisdiction
24-0257	Dec 24	Dec 31	Illegal parking	Referred internally
25-0001	NC			
25-0002	Jan 3	Jan 4	Insurance claim process	No action planned or taken
25-0003	Jan 4	Jan 22	Service level	Action planned or taken
25-0004	Jan 11	Jan 13	Noise	Referred internally
25-0005	Jan 17	Feb 2	Policy violation	Insufficient evidence of wrongdoing
25-0006	Jan 18	Jan 22	Noise	Referred internally
25-0007	Jan 21	Jan 22	Building safety	Vexatious or frivolous
25-0008	Jan 21	Jan 22	Building safety	Vexatious or frivolous
25-0009	Jan 23	Jan 25	Building safety	Vexatious or frivolous
25-0010	Jan 28	Mar 3	Rental agreement	Action planned or taken
25-0011	Jan 28	Apr 1	Staff conduct	Action planned or taken
25-0012	Jan 31	Feb 11	Building without a permit	Referred internally
25-0013	Feb 2	Feb 11	Noise	Referred internally
25-0014	Feb 3	Feb 11	Noise	Referred internally

25-0015	Feb 4	Feb 11	Damage from ice	Referred internally
25-0016	Feb 4	Feb 11	Building without a permit	Referred internally
25-0017	Feb 6	Feb 11	Housing subsidy	Insufficient evidence of wrongdoing
25-0018	Feb 7		Staff conduct	
25-0019	Feb 11	Mar 5	Swimming instruction	Action planned or taken
25-0020	NC			
25-0021	NC			
25-0022	Feb 12	Mar 3	Maintenance at GSHC	Action planned or taken
25-0023	Feb 12	Feb 13	Conduct of a professional	Outside of the City's jurisdiction
25-0024	NC			
25-0025	Feb 14	Apr 1	Noise	Referred internally
25-0026	Feb 18	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
25-0027	Feb 20	Feb 23	Conduct of a professional	Outside of the City's jurisdiction
25-0028	Feb 21	Mar 18	Staff conduct	Insufficient evidence of wrongdoing
25-0029	NC			
25-0030	Feb 25	Apr 1	Staff conduct	Insufficient evidence of wrongdoing
25-0031	Feb 25	Apr 14	Snow plowing	Action planned or taken
25-0032	Feb 25	Apr 14	Snow plowing	Action planned or taken
25-0033	Feb 25	Mar 4	Water services	No action planned or taken
25-0034	Feb 26	Feb 26	Sports league	Outside of the City's jurisdiction
25-0035	Feb 27	Mar 1	Snow clearing of parking lot	Outside of the City's jurisdiction
25-0036	NC			
25-0037	Mar 6	Mar 7	Bird feeding	Referred internally
25-0038	Mar 6	Mar 10	Staff conduct	Action planned or taken
25-0039	NC			
25-0040	Mar 11	Mar 13	Garbage collection	Referred internally
25-0041	Mar 12	Mar 12	Animal control	Referred internally
25-0042	Mar 15	May 23	Animal services	No action planned or taken
25-0043	NC			
25-0044	Mar 18	Apr 4	Maintenance at GSHC	Action planned or taken
25-0045	Mar 18	Mar 24	Ontario Works processes	Vexatious
25-0046	Mar 24	Mar 26	Property maintenance	Referred internally
25-0047	NC			
25-0048	Mar 26	Mar 26	Speeding	Outside of the City's jurisdiction
25-0049	Mar 28	Apr 10	Pothole repair	No action planned or taken
25-0050	Mar 28	Apr 4	Illegal raffles	Outside of the City's jurisdiction
25-0051	Mar 28	Apr 22	Human resources practices	Insufficient evidence of wrongdoing
25-0052	NC			
25-0053	Apr 6	Apr 7	Property maintenance	Referred internally
25-0054	Apr 7	Apr 14	Snow plowing	No action planned or taken
25-0055	Apr 9	Apr 10	Illegal dumping	Referred internally
25-0056	Apr 10	Apr 11	Property management	Outside of the City's jurisdiction
25-0057	Apr 12	May 23	Illegal parking	Insufficient evidence of wrongdoing
25-0058	Apr 14	Apr 15	Unsafe driving	Outside of the City's jurisdiction
25-0059	NC			
25-0060	NC			
25-0061	NC			
25-0062	Apr 18	Apr 22	Retail operations	Referred internally
25-0063	Apr 19		Staff conduct	
25-0064	Apr 19	Apr 19	Staff conduct	Insufficient evidence of wrongdoing
25-0065	Apr 23		Waste collection	Action planned or taken
25-0066	Apr 24	Apr 24	Parking at GSHC	No action planned or taken
25-0067	Apr 24	Apr 24	Littering	Referred internally
25-0068	Apr 28	Apr 29	Property maintenance	Referred internally
25-0069	NC			
25-0070	May 5	May 5	Illegal parking	Referred internally
25-0071	May 7	May 14	Property maintenance	Outside of the City's jurisdiction
25-0072	May 7	May 14	Property maintenance	Outside of the City's jurisdiction
25-0073	May 9		Maintenance	
25-0074	May 12	May 12	Greater Sudbury Police Services	Outside of the City's jurisdiction

25-0075	May 12	May 12	GS Police Services Board	Outside of the City's jurisdiction
25-0076	May 14	May 14	Animal abuse	Outside of the City's jurisdiction
25-0077	May 14	May 27	GOVA service	Insufficient evidence of wrongdoing
25-0078	NC			
25-0079	May 22	May 27	By-law enforcement	Action planned or taken
25-0080	May 23	May 27	Customer service	No action planned or taken
25-0081	May 23	May 29	Customer service	Action planned or taken
25-0082	May 24	May 26	Private building condition	Vexatious
25-0083	May 26	May 27	Illegal parking	Referred internally
25-0084	May 28	May 28	Illegal parking	Outside of the City's jurisdiction
25-0085	May 29		Illegal hedge	
25-0086	May 30		Garbage collection	

Complaints labeled "NC" were not completed by the complainants and required no investigation.