

## **Administrative Review Office For the City of Prince Albert**

### **Background:**

The City of Prince Albert is dedicated to a responsible, fair and transparent government and the provision of efficient, effective and affordable municipal services.

When a citizen feels he or she has not been treated fairly by City Administration, it is important that we address that concern. For this reason, the City of Prince Albert has established an Administrative Review body to investigate public complaints. This procedure is administered through the Prince Albert Administrative Review Office. The Administrative Review Officer acts independent of City Administration and reports directly to City Council.

### **Making a Complaint:**

Any person (or group of persons), affected by a matter of City Administration or by a decision of any department or agency of the City, may ask that a complaint be investigated by the Administrative Review Officer, provided the complainant can demonstrate that reasonable effort has been made to have the matter addressed by the City Administration.

Complaints must be in writing and must contain sufficient information to allow a proper investigation. Complainants are assured that, although all complaints are a matter of public record, the particulars of your complaint will be kept confidential in accordance with The Freedom of Information and Protection of Privacy Act. To which end, the Administrative Review Officer is authorized to hold closed proceedings to hear confidential information and such information will only be released in strict compliance with The Freedom of Information and Protection of Privacy Act. Nonetheless, complainants need to be aware that the general nature of your complaint will be a matter of public record.

Written complaints are delivered to the City Clerk, who will transmit the complaint to the Administrative Review Officer, together with a copy to the City Manager and to the appropriate department head. The Administrative Review Officer will investigate your complaint and, in doing so, has broad authority to interview witnesses, take statements and examine City files and corporate records, as necessary.

Although the Administrative Review Officer will have complete access to all corporate files, your access to such information may be restricted if such access would not be permitted under the authority of The Freedom of Information and Protection of Privacy Act.

During the course of investigating a complaint, the Administrative Review Officer will have authority to try to resolve the concerns you have raised through negotiation, conciliation, mediation or other non-adversarial approach. For obvious reasons, the Administrative Review Officer will also have authority to refuse to investigate frivolous complaints.

Finally, the finding and recommendation of the Administrative Review Officer will be reported directly to City Council, through its Committee of the Whole Council. Final disposition of your complaint, if it has not already been resolved through other means, will be at the discretion of City Council.

Complainants are cautioned that certain matters are beyond the authority of the Administrative Review Officer to investigate. These include:

1. any decision, recommendation, act or omission of:
  - a. City Council;
  - b. A standing, advisory or other committee established by City Council;
  - c. The board of a controlled corporation of the City;
  - d. A person acting as a lawyer for the City.
  
2. any matter for which:
  - a. an appeal process is already established by Act or law (such as matters within the jurisdiction of the Development Appeals Board, the Board of Revision and the Property Maintenance Appeal Board);
  - b. a more appropriate forum exists to investigate and hear that complaint (such as through the Saskatchewan Police Complaints Investigator).

Finally, complainants are cautioned that the Administrative Review Officer is prevented from investigating any matter after the expiration of twelve (12) months from the day on which the complainants should have been aware of the incidence complained of.

### **Complaint Form:**

Persons wishing to file a formal complaint with the Administrative Review Officer are asked to complete the prescribed complaint form which may be obtained from the City Clerk at 1084 Central Avenue, Prince Albert, Saskatchewan, S6VC 7P3. Further information may also be obtained by contacting the City Clerk at 953-4305.