

**Present:**

Chairperson - Councillor LeFranc  
Mayor Hepner  
Councillor Gill  
Councillor Hayne  
Councillor Starchuk  
Councillor Steele  
Councillor Villeneuve  
Councillor Woods

**Absent:**

Councillor Martin  
General Manager, Human Resources

**Staff Present:**

City Manager  
City Clerk  
General Manager, Planning & Development  
City Solicitor  
General Manager, Engineering  
General Manager, Finance & Technology  
Acting General Manager, Parks, Recreation & Culture

## A. DELEGATIONS

### 1. Jay Chalke, BC Ombudsperson

File: 0400-01; 0550-20-10

In attendance before Council to provide a presentation regarding the principles of administrative fairness, complaint resolution procedures and local government best practices.

The following comments were made:

- The Ombudsperson's Office serves as an impartial and independent oversight of public authorities, including local governments and provides confidential and free of charge services for British Columbian Residents.
- Public authorities are accountable for offering a consistent and fair standard of conduct including:
  - Transparent decision-making;
  - Even-handed and reasonable application of rules;
  - Properly authorized policies; and
  - Fair and respectful treatment of residents.
- When a complaint is received an assessment is made, either a referral or file is opened, an investigation occurs, there is consultation with the responsible authority and a resolution is sought.
- Common Local Government complaints received range from:
  - Adequacy of Information (41%)
  - Bylaw Enforcement (24%)
  - Transparency of Decision Making (13%)
  - Public Consultation (12%)
  - Fees & Fines (7%)
  - Other (3%)

- The delegation noted that complaints from members of the public can typically be resolved by local governments implementing the following:
  - Effective internal dispute resolution process
  - Timely response to inquiries
  - Appropriate point of contact
  - Openness to re-evaluating a situation
  - Regular review of existing policies
- The Office of the Ombudsperson has several resources available for Local Governments and is in the process of publishing a "Bylaw Enforcement: Best Practices Guide" which will be available on the following link:  
<https://www.bcombudsperson.ca/resources>.

Council thanked the delegation and noted that the work the Ombudsperson's Office does in terms of advocacy and setting clear policy guidelines is invaluable; particularly so for smaller municipalities who may have a smaller pool of resources to draw upon.

**B. ITEMS REFERRED BY COUNCIL**

**C. CORPORATE REPORTS**

**D. DELEGATION REQUESTS**

**E. COUNCILLORS' REPORTS**

**F. OTHER COMPETENT BUSINESS**

**G. ADJOURNMENT**

It was

now adjourn.


Moved by Mayor Hepner

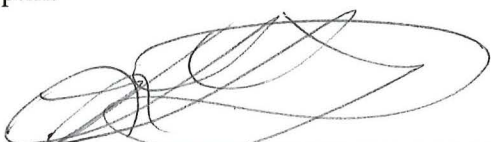
Seconded by Councillor Hayne

That the Council-in-Committee meeting do

Carried

The Council-in-Committee adjourned at 5:33 p.m.

  
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Jane Sullivan, City Clerk

  
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Councillor LeFranc, Chairperson