Complaint

(Administrative Penalty System)

City of Guelph
www.guelph.ca/aps

OFFICE USE ONLY

Complainant Information

Last Name(s)	First Name
Address	
City / Town	Province / Postal Code
Home Phone Number / Work Phone Number / Cell Phone Number	
E-mail Address	

Contact Considerations

The City of Guelph Court Services Office hours are Monday to Friday, 8:30am to 4:00pm.

What is the best time to contact you?	Special Contact restrictions

Complaint Details

Date of Incident/decision (YYYY/MM/DD) Date reported (YYYY/MM/DD)	Penalty Notice/Order #

Describe the details of the complaint (who, what, where, when, and why) including any steps that have been taken to resolve it. Based on the nature of your complaint, it will be forwarded to the appropriate department for response or referred to the Designated Complaints Investigator. Please refer to the Complaint Policy below before filling out the complaint details.
https://guelph.ca/wp-content/uploads/APS-Public-Complaints.pdf

Description:

Attach additional pages if necessary.

Is there any documentary evidence to support your claim? If so, please attach.

This form must be signed and dated by the Complainant or their authorized representative. The completed form can be emailed to: Philip.cassata@guelph.ca, delivered in person or sent by mail to: City of Guelph, Prosecutions, 59 Carden Street, Guelph Ontario, N1H 2Z9

Signature of Complainant	Date (YYYY/MM/DD)
☐ **Please check this box if you are filing your Complaint Form electronically. This represents your signature.**	
Signature of authorized representative	Date (YYYY/MM/DD)

Once your complaint form is received, you will be contacted by telephone or email within 30 days.

Complaints filed more than 60 days following the date of the occurrence may not be accepted, unless the City determines circumstances exist to reasonably justify the extension.

If you remain unsatisfied or feel we have not addressed your concern properly, you can register a complaint with the Ontario Ombudsman's Office.

Personal information as defined by Section 2 of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), is collected under the authority of the Municipal Act, 2001, and in accordance with the provisions of MFIPPA. Personal information on this form will be used to track, review, determine action, and respond to individuals regarding complaints filed regarding the City's Administrative Penalty System or against City staff administering and enforcing the Administrative Penalty System.

If you have any questions regarding the Administrative Penalty System please contact the Manager of Prosecutions at Philip.cassata@guelph.ca or 519-826-0762 x2921.

If you have questions about this collection; use, and disclosure of this information, contact the City of Guelph's Access, Privacy and Records Specialist at privacy@guelph.ca or 519-822-1260 x 2349.