



# Public Complaints – Administrative Monetary Penalty System

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## Policy Statement

This policy is intended to address any public complaint regarding the administration of the Administrative Monetary Penalty System (AMPS) program.

## Legislative Authority

- Ontario Regulation 333/07
- Municipal Act, 2001
- Municipality of Northern Bruce Peninsula AMPS By-law

## Purpose

This policy applies to complaints made by the public with respect to the administration of the AMPS program. This applies to all procedural actions and functions of Municipality employees and other persons responsible for the administration of the AMPS program.

In accordance with Ontario Regulation 333/07, the Municipality is required to establish a Policy for procedures for filing and processing of complaints made by the public with respect to the AMPS program.

## Definitions

For the purpose of this Policy:

**Administrative Monetary Penalty System (AMPS)** means the Municipality's Administrative Monetary Penalty System established under Municipal Act, 2001 and Ontario Regulation 333/07, and implemented through the Municipality of Northern Bruce Peninsula AMPS By-law, for the administration and enforcement of designated municipal by-law offences.

**AMPS By-law** means the Municipality of Northern Bruce Peninsula by-law enacted to establish and govern the Administrative Monetary Penalty System.

**Complainant** means a member of the public who submits a written complaint regarding the administration of the AMPS program in accordance with this Policy.

**Complaint** means a written expression of dissatisfaction submitted by a member of the public regarding the administrative actions, procedures, or conduct of Municipal staff or other persons responsible for administering the AMPS program. A complaint does not include a request for review of a penalty notice or a screening or hearing decision.

**Hearing Officer** means a person appointed by the Municipality to conduct hearings under the AMPS program and to make decisions in accordance with applicable legislation and the AMPS By-law.

**Screening Officer** means a person appointed by the Municipality to review penalty notices upon request and to make decisions in accordance with applicable legislation and the AMPS By-law.

**Municipality** means the Corporation of the Municipality of Northern Bruce Peninsula.

**Penalty Notice** means a notice issued under the AMPS By-law alleging a contravention of a designated municipal by-law and imposing an administrative monetary penalty.

**Public Complaint Procedure** means the Municipality of Northern Bruce Peninsula's approved procedure for receiving, reviewing, and responding to public complaints.

### Procedure

Public complaints regarding the AMPS program will be subject to the Municipality of Northern Bruce Peninsula Public Complaint Procedure.

Complaints must be made in writing and must identify the name and full contact particulars of the complainant. A complaint must be submitted within 30 days of the date of the event for which the complaint is being made. Anonymous complaints will not be addressed.

The official records relating to this public complaint resolution mechanism will be managed by the Clerk according to the Municipality's Records Retention Policy and the Municipal Freedom of Information and Protection of Privacy Act.

For clarification purposes, this Policy does not cover the following:

Any public complaints regarding the validity of a statute, regulation or by-law or constitutional applicability or operability of any statute, regulation or by-law will not be processed through this policy.

This policy is not intended to replace other specific Municipality policy/procedures and legal processes available to the public to address public concerns.