



## OMBUDSMAN INVESTIGATION REPORT

### No Way to Comply: An Investigation into the Enforcement Practices of Municipal Licensing and Standards

<b>Date:</b>	September 19, 2011
<b>To:</b>	City Council
<b>From:</b>	Ombudsman
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### SUMMARY

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In accordance with section 170(2) of the *City of Toronto Act, 2006* (COTA), I am providing the attached report which represents a concluded investigation into a complaint about the Municipal Licensing and Standards Division's enforcement practices and actions.

#### RECOMMENDATIONS

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**The Ombudsman recommends that:**

City Council receives, for information only, the investigation report.

**Financial Impact**

This report has no financial impact.

#### DECISION HISTORY

This investigation was conducted pursuant to section 171(1) of COTA which allows the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City. This function is conferred and exercised independently of Toronto City Council. Under this power, I may make findings and recommendations as I deem necessary to address any problems, which I may then report to Council.

#### COMMENTS

I have supported the complaint and found the actions and omissions of the Division to be wrong, unreasonable, and a mistake of law. I also found the actions of the Executive Director to be oppressive.

My report makes 15 recommendations to the City Manager. The first 12 are aimed at systemic fixes, designed to put in place the necessary policies and processes to prevent situations such as this from occurring in the future. The remaining three recommendations are specific to the resident. The City Manager did not dispute my findings and accepted my recommendations.

## **CONTACT**

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Ombudsman

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## **SIGNATURE**



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Fiona Crean, Ombudsman

## **ATTACHMENTS**

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