

# **Ombudsman Toronto Report: An Investigation into the City's Process for Handling Development Charge Complaints and Education Development Charge Complaints**

**Date:** June 27, 2017  
**To:** City Council  
**From:** Susan E. Opler, Ombudsman  
**Wards:** All

## **SUMMARY**

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Pursuant to section 170(2) of the *City of Toronto Act, 2006* (COTA), Ombudsman Toronto has concluded an Investigation into the City's Process for Handling Development Charge Complaints and Education Development Charge Complaints. We hereby table the report with City Council for its July 2017 session.

## **RECOMMENDATIONS**

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The Ombudsman recommends that:

- City Council adopt Ombudsman Toronto's report and in so doing, direct that the Corporate Finance Division implement all of the recommendations.

## **FINANCIAL IMPACT**

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This report has no financial impact.

## **DECISION HISTORY**

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The investigation was conducted pursuant to section 171(1) of COTA, which empowers the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City or many of its agencies, corporations or adjudicative bodies. This function is conferred and exercised independently of Toronto City Council and of the City administration.

## **COMMENTS**

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Ombudsman Toronto's Investigation Report contains 13 recommendations, all of which have been agreed to by the Corporate Finance Division.

## **CONTACT**

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## **SIGNATURE**

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Susan E. Opler  
Ombudsman

## **ATTACHMENTS**

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