

OT-I0001 - Accountability Records - Ombudsman Toronto

Code	Records Title	Originating Office	Retention				Comments/Legislation
			Active	Inactive	Total	Disposition	
Retention amendments							
	Functional Category: Accountability Records Description as per Chapter 3 https://www.toronto.ca/legdocs/municode/1184_003.pdf and By-law 552-2017 (1) A record created by the accountability officer, or their delegate, in carrying out the duties and responsibilities of their office as set out in Part V of the Act, Chapter 3, Accountability Officers, and in the case of the Lobbyist Registrar, Chapter 140, Lobbying. (2) A record designated by an accountability officer as an accountability record pursuant to § 3-7.4A.						
OT-0001	Accountability Records – Ombudsman Toronto Records related to the implementation of all aspects of the duties and responsibilities of the Ombudsman as established by the <i>City of Toronto Act, 2006</i> and Chapter 3 of the Toronto Municipal Code. Records include all documents related to complaint handling and investigations (such as complaint intake forms, case notes, investigation plans and documentary evidence). Also includes reports to Council related to Ombudsman Toronto’s function, responses to inquiries from the public and media, responses to City staff (including advice to staff), research, analysis and reports about policy and legislation reviews and documents relating to outreach and educational activities. Records that also deal with amendments to the <i>City of Toronto Act, 2006</i>, the Toronto Municipal Code and other applicable legislation. Records are maintained in both paper and electronic formats.	Ombudsman Toronto	T	10 Years	T + 10 Years	Archival Review	Comments: (1) The OMB determines if records identified with an archival value could be kept for legal or financial reasons, or if they have any historical or scholarly significance for researchers. These records may be transferred to the City of Toronto’s Archives at the end of their retention period. (2) Records related to Public Facing Reports and other Supporting Data are to be maintained permanently by the OMB for analytical purposes Legislation/Regulation: Toronto Municipal Code, Chapter 3, Accountability Officers City of Toronto Act, Part V, Accountability and Transparency COTA, Sections 170 to 176 Protection of Accountability Officers' Information Directive

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							By-Law 1099-2019 ; FOI Requests Procedure for AOs - Appendix A; Procedure for Handling Access Requests for AO records.

T = terminated