

AGO-0002 – Accountability Records – Auditor General’s Office – Fraud and Waste Hotline Complaints

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. (2) A record designated by an accountability officer as an accountability record pursuant to § 3-7.4A.						
AGO-0002	Accountability Records – Auditor General’s Office – Fraud and Waste Hotline Complaints Records relating to the information for complaints and allegations submitted to the Fraud and Waste Hotline, operated by the Auditor General’s Forensic Unit and related investigation files. Complaints can be made by phone, mail, email, or online form. The matter is documented when the complaint is received, and the information is stored electronically in the Fraud and Waste Hotline complaint management system. Each complaint may contain documentation such as evidence, correspondence, background notes, interview notes and/or an investigation report or management letter to support the complaint through its lifecycle from case creation to conclusion and closure. Investigation reports issued by the Auditor General’s Office are considered non-audit reports and are captured under AGO-0001.	AGO	T	10	T + 10	D	Comments: Legislation/Regulation: Toronto Municipal Code, Chapter 3, Accountability Officers Protection of Accountability Officers’ Information Directive City of Toronto Act, Part V, Accountability and Transparency Memorandum of Understanding: Four Accountability Offices Toronto Public Service By-Law, Article VI, Disclosure of Wrongdoing and Article VII, Reprisal Protection

*** T = terminated, (Event: When a complaint file is marked as closed)