

## **CITY OF VAUGHAN**

### **EXTRACT FROM COUNCIL MEETING MINUTES OF JUNE 27, 2017**

Item 8, Report No. 7, of the Finance, Administration and Audit Committee, which was adopted without amendment by the Council of the City of Vaughan on June 27, 2017.

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#### **VEXATIOUS POLICY**

**The Finance, Administration and Audit Committee recommends approval of the recommendation contained in the following report of the City Clerk, dated June 19, 2017:**

##### **Recommendation**

The City Clerk, on behalf of the Corporate Management Team, recommends:

1. THAT the Policy for Handling Vexatious, Frivolous, or Unreasonably Persistent Requests or Complaints (the "Vexatious Policy"), be approved.

##### **Contribution to Sustainability**

A strong policy framework contributes to accountability, transparency and effective governance by clearly defining the City's governance practices and ensuring that policies will be made transparent to the public.

##### **Economic Impact**

Not applicable.

##### **Communications Plan**

Upon approval this policy will be posted on the City's website.

##### **Purpose**

The purpose of this report is to provide Council with information regarding the proposed Vexatious Policy, and to obtain Council's approval to implement same.

##### **Background**

The purpose of the Vexatious Policy is to address vexatious, frivolous, or unreasonably persistent requests or complaints, received by staff either directly or indirectly from the public, that consume a disproportionate amount of City time and resources and impede staff from attending to other essential issues. The Vexatious Policy establishes the process to be used by all staff when handling such requests or complaints. Actions taken pursuant to the Vexatious Policy will ensure that municipal resources are used effectively and efficiently, while maintaining a high level of service excellence and responsiveness.

The Vexatious Policy will guide staff to identify situations that meet the criteria of vexatious, frivolous or unreasonably persistent, and the associated actions that may be taken in such circumstances. The aim of this policy is to contribute to the City's commitment to service excellence and good governance by addressing all requests and complaints equitably and efficiently, while acknowledging that there may be a need to protect staff from unreasonable behaviour. While the events requiring the application of this policy are rare, it is important that staff be prepared to manage these situations in advance of their occurrence.

In drafting the proposed Vexatious Policy, staff considered similar policies from other relevant municipalities. In addition, the proposed Vexatious Policy adheres and supports current City

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policies and procedures, such as the Respectful Workplace Policy and the Workplace Violence Policy. The proposed Vexatious Policy has been reviewed by members of the Corporate Management Team and their input has been incorporated.

**Relationship to Term of Council Service Excellence Strategy Map (2014-2018)**

This report supports Council's priority to continue to advance a culture of excellence in governance.

**Regional Implications**

There are no regional implications associated with this report.

**Conclusion**

The Corporate Management Team recommends that the proposed Vexatious Policy be approved.

**Attachments**

Attachment 1: Policy for Handling Vexatious, Frivolous or Unreasonably Persistent Requests or Complaints.

**Report prepared by:**

Kellie Hodges,  
Legal Counsel

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)