

**SUDBURY EAST PLANNING BOARD  
MINUTES  
Thursday, May 08, 2025 at 5:30 p.m.  
Virtual Meeting/ Municipal Office of French River**

**MEMEBERS PRESENT**

**VIRTUALLY:** Dave Froats, Rachelle Poirier

**MEMBERS PRESENT:** Bob Prevost, Dave Viau, Mary Bradbury, Paul Branconnier, Carol Lemmon

**MEMBERS ABSENT:** Renee Germain, Josh Lachance, Steven Olsen

**OFFICIALS PRESENT:** Matthew Dumont, Director of Planning/Secretary-Treasurer  
Nancy Roy, Administrative Assistant

**PUBLIC PRESENT**

**VIRTUALLY:** None

**1. MEETING CALLED TO ORDER**

Chairperson Prevost called the meeting to order at 5:33 p.m.

**2. ADOPTION OF THE AGENDA**

**Resolution: 25-027**

**BE IT RESOLVED THAT** the agenda for the Sudbury East Planning Board regular meeting of May 08<sup>th</sup>, 2025 be adopted as distributed.

**MOVED BY:** Rachelle Poirier

**SECONDED BY:** Dave Froats

**Carried.**

**3. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF**

No disclosures of Pecuniary Interest.

#### 4. **ADOPTION OF MINUTES**

- a) Sudbury East Planning Board – Regular meeting April 17<sup>th</sup>, 2025 be adopted as distributed.

**Resolution: 25-028**

**BE IT RESOLVED THAT** the minutes of the Sudbury East Planning Board’s regular meeting of April 17, 2025 be adopted as distributed.

**MOVED BY:** Dave Froats

**SECONDED BY:** Rachelle Poirier

**Carried**

#### 5. **CONSENT APPLICATIONS**

#### 6. **PRESENTATIONS/DELEGATIONS**

#### 7. **BUSINESS ARISING FROM PREVIOUS MINUTES**

The Director of Planning presented the Draft Complaint policy.

##### **1. PURPOSE**

The Sudbury East Planning Board (SEPB) is committed to delivering high-quality services in a consistent, transparent, and accountable manner. This policy establishes a formal and uniform process for submitting and handling complaints to ensure concerns related to Board operations, services, or staff conduct are addressed fairly.

The purpose of this policy is to promote continuous improvement in the quality of services delivered by the Board by identifying issues, resolving problems efficiently, and learning from feedback. A clear and consistent complaint process supports better communication, enhances public trust, and ensures accountability in how the Board operates.

##### **2. SCOPE**

This policy applies to all formal complaints related to SEPB services, operations, staff conduct, or planning-related matters under the jurisdiction of the Board. It applies to any individual or organization who interacts with the Board, including:

- Residents and property owners,
- Agents and developers,
- Representatives from member municipalities or unorganized territories,
- Other stakeholders or interested parties.

This policy does **not** apply to:

- Requests for information,
- Feedback, suggestions, or compliments,
- General inquiries or service requests,
- Informal or anonymous complaints.

This policy is not intended to govern the conduct of Board Members or the actions of member municipalities.

### 3. DEFINITIONS

- **Complaint:** An expression of dissatisfaction about the services, actions, or conduct of Board staff, members, or operations that requires a formal response or resolution.
- **Complainant:** A person or organization submitting a formal complaint.
- **Frivolous or Vexatious Complaint:** A complaint made maliciously, without merit, repetitively, or with the intent to harass, embarrass, or undermine an individual or the Board.
- **Anonymous Complaint:** A complaint submitted without the complainant's name or contact information. These will not be accepted or acted upon.
- **Investigator:** the **appointed Human Resources representative** of the Sudbury East Planning Board responsible for reviewing and investigating formal complaints involving staff conduct or internal workplace matters.
- **Request for Service:** A routine inquiry or request related to service delivery that does not involve dissatisfaction or misconduct.
- **Feedback/Suggestion:** A non-urgent recommendation, observation, or comment aimed at improving services or processes.

### 4. ROLES & RESPONSIBILITIES

- **Board Members:** If a Board Member receives a formal complaint from a member of the public, ratepayer, or municipal representative, they are responsible for advising and/or directing it to the Chair and Vice Chair of the Sudbury East Planning Board. Board Members shall not initiate investigations or act independently on complaints.
- **Chair and Vice Chair of the Board:** Upon being advised of or receiving a formal complaint, the Chair and Vice Chair shall ensure that the complaint is immediately addressed as per the process established in this Policy. They may be involved in providing oversight to ensure the process is followed but shall not interfere with the investigation or outcome.
- **Human Resources Representative:** The designated HR representative is responsible for receiving, investigating, and responding to complaints involving SEPB staff. This includes assessing the complaint for validity, conducting any necessary interviews or fact-finding, and

ensuring appropriate follow-up in accordance with HR policies (possible closed session with the Planning Board) and applicable employment legislation.

- **Director of Planning:** The Director of Planning is responsible for implementing this policy, responding to operational or service-based complaints (not HR-related), and supporting investigations where appropriate. Where a complaint is made against the Director or another staff member, the matter will be handled by the HR representative and communicated through the HR representative, Chair and Vice Chair.
- **Staff:** All SEPB staff are responsible for understanding and following this policy. Staff must forward any complaints they receive directly to the HR representative.

#### **4A. REVIEW COMMITTEE**

A Review Committee shall be established to assist in reviewing formal complaints related to planning matters under the jurisdiction of the Sudbury East Planning Board (SEPB). This includes concerns regarding:

- Interpretation or application of the Official Plan or Zoning By-law;
- Development application processes;
- Refusals or conditions imposed on planning applications;
- Procedural concerns related to land use planning decisions.

#### **Committee Composition:**

The Review Committee shall be comprised of the following members:

- Director of Planning
- Administrative Planning Assistant
- Human Resources Administrative Representative
- Two (2) appointed Members of the SEPB

#### **Committee Responsibilities:**

- Review complaints involving planning processes, interpretation of land use policy (Official Plan, Zoning By-law etc.);
- Assess whether proper procedures were followed and whether the complaint warrants clarification, corrective action, or policy review;

#### **Separation of Planning and HR Matters:**

The Review Committee will not be responsible for complaints involving staff conduct, allegations of harassment, bullying, discrimination, or other sensitive personnel matters. Such complaints will continue

to be managed solely by the Human Resources representative in accordance with relevant employment legislation, internal HR policies, and confidentiality protocols.

Where a complaint contains both HR and planning-related elements, the matters shall be separated and referred to the appropriate authority to ensure fair and confidential handling.

## **5. COMPLAINT SUBMISSION PROCESS**

All complaints must be submitted **in writing** using the approved SEPB Complaint Form. Verbal complaints will **not** be accepted under this policy.

### **How to Submit a Complaint:**

Written complaints may be submitted in one of the following ways:

- **Operational or Service-based Complaints**

In person or by mail (in a sealed envelope) to: Sudbury East Planning Board Office 39 Lafontaine Street, Unit 2 P.O. Box 250 Warren, Ontario POH 2N0

By email: [planner@sepb.org](mailto:planner@sepb.org) and [admin@sepb.org](mailto:admin@sepb.org)

Human Resources Related Complaints Human Resources Contact

Chair of the Board

Vice Chair of the Board:

By email to one of the following:

Complaints received regarding by-law violations in the unorganized townships will be investigated and processed in accordance with the provisions of the applicable legislation and by the appropriate Human Resources representative, in consultation with relevant staff or legal advisors as needed.

### **A complaint shall include the following information:**

- Full name and contact information of the complainant (phone number, mailing address, and/or email address)
- Date and time of the incident or issue
- Description of the service, action, or conduct being complained about
- Specific details of the concern (e.g., location, names of individuals involved, nature of the issue)

- Any relevant documents, photos, or evidence to support the complaint
- Signature and date (if submitted by mail or in person)

Incomplete complaints may not be investigated.

## 6. INVESTIGATION & TIMELINES

- **Acknowledgement:** Within 5 business days of receipt, staff will acknowledge the complaint and assign an Investigator.
- **Investigation:** The Investigator will assess the issue, interview involved parties if needed and review any relevant policies or documents.

**Response:** A formal written response will be issued within 30 business days of receiving the complaint, outlining: Whether the complaint was validated

Explanation of findings

Actions taken (if any)

If more time is needed, the complainant will be informed of the delay and estimated completion.

## 7. OUTCOMES & CLOSURE

Once the investigation is complete, no further internal appeal will be available. If the complainant remains dissatisfied, they may contact the **Ontario Ombudsman** to request an external review of the process (not the outcome) - [www.ombudsman.on.ca](http://www.ombudsman.on.ca)

## 8. CONFIDENTIALITY

All complaints will be handled in accordance with the **Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)**. Identities of complainants and involved individuals will remain confidential except as required by law.

## 9. FRIVOLOUS OR VEXATIOUS COMPLAINTS

A frivolous or vexatious complaint is one that is initiated with malicious intent, lacks basis or merit, or is part of a pattern of conduct by the complainant that amounts to an abuse of the complaint process.

In determining whether a complaint is frivolous or vexatious, the Human Resources representative (or legal counsel, if necessary) will assess the matter, in consultation with the appropriate staff, in

accordance with the principles of this policy. The Director of Planning will not be involved in this determination to ensure impartiality, especially if the complaint involves the Director or their colleagues.

If a complaint is deemed frivolous or vexatious, it may not be investigated further, and the complainant will be notified in writing.

**10. ATTACHMENT**

- Appendix A – SEPB Complaint Form – **To be completed once policy has been approved**

Board Members discussed multiple changes they would like to see made to the Draft policy.

Staff agreed that all comments shared were great additions to the policy and that amendments will be made and the Policy will be brought back to the Board along with completed SEPB Complaint Form.

**9. NOTICES OF MOTION RECEIVED BY THE SECRETARY-TREASURER PRIOR TO THE CLOSING OF THE MEETING**

**10. PAYMENT OF VOUCHERS**

**Resolution 25-029**

- a) **BE IT RESOLVED THAT** the statement of disbursements for the month of April 2025 in the amount of \$21,578.91 be distributed and is hereby approved for payment.

**MOVED BY:** Mary Bradbury

**SECONDED BY:** Dave Viau

**12. ADJOURNMENT**

**Resolution: 25-030**

**BE IT RESOLVED THAT** the Meeting be adjourned at 6:51 P.M.

**AND THAT** the next regular meeting be held on June 12<sup>th</sup>, 2025 at 5:30 p.m. at the Municipality of French River Municipal Office Virtually and in person.

**MOVED BY:** Rachelle Poirier

**SECONDED BY:** Mary Bradbury

**Carried.**

  
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 CHAIR

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 SECRETARY-TREASURER

