

Recommendation:

That the Clerk's Office-2024-18 report, dated September 3, 2024, regarding a letter received from the Office of the Ombudsman dated August 20, 2024 be received and that the recommendations contained in the letter be reviewed as part of the updating of the Township's Tax Collection Policies in the future.

Overview: introducing

The Township is in receipt of a letter from the Office of the Ombudsman dated August 20, 2024, regarding a complaint their office received regarding the Township's tax collection process. The Office of the Ombudsman is tasked under the *Ombudsman Act* to investigate complaints or issues with a wide variety of public sector entities including municipalities.

The letter provides an overview of the nature of the complaint and provides best practices regarding municipal tax collection which the Township may wish to consider.

Conclusion:

As stated in the letter, the Township was able to find a solution for the interested parties and staff have been commended on their actions. The recommendations in the letter have been shared with Finance Department staff for future policy development work.

Financial Impact:

There is no financial impact from this report.

Service Modernization and Innovation
Modernizing, refining and innovating services for residents is essential to effectively meet the needs of our community, enhance our operational efficiency, and ensure we remain adaptable in a rapidly changing world.

Business Attraction, Expansion, and Retention
Business attraction, expansion, and retention is vital for the economic health and sustainability of our Township, such as job creation, tax revenue, investing in innovation, maintaining our quality of life, and supporting community stability.

Infrastructure Renewal
Infrastructure renewal is a critical investment for our Township as it will ensure our adherence to health and safety, economic development, investment attraction, environmental sustainability, quality of life, public confidence, and regional competitiveness.

Report Approval Details

| | |
|----------------------|---|
| Document Title: | Ombudsman Letter - August 20, 2024.docx |
| Attachments: | - Ombudsman Ontario Letter to Township of Douro-Dummer Clerk - 08 20 2024.pdf |
| Final Approval Date: | Aug 28, 2024 |

This report and all of its attachments were approved and signed as outlined below:

Mike Rutter