

Request for Decision

Status Report on Complaint Resolution Management Process

Presented To:	City Council
Presented:	Tuesday, Apr 12, 2016
Report Date	Wednesday, Mar 30, 2016
Type:	Routine Management Reports

Resolution

THAT the City of Greater Sudbury accepts the lower cost solution described in this follow up report on the complaint resolution process from the interim Chief Administrative Officer.

Finance Implications

If approved, the one time implementation costs of approximately \$3,500 will be funded from the Auditor General Reserve. Annual maintenance costs of \$2,000 will be included in the Auditor General's 2017 operating budget.

Signed By

Report Prepared By

Kevin Fowke
Acting Chief Administrative Officer
Digitally Signed Mar 30, 16

Recommended by the C.A.O.

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Acting Chief Administrative Officer
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Background

On January 26, 2016, Council approved a report from the CAO recommending that a request for proposal be issued for the management of complaints of wrongdoing including a system for intake, tracking, recording and reporting functionality on a defined term, trial basis. It was anticipated that the cost of management of a "hotline" and other associated intake measures would be \$20,000 and would be covered by the Auditor General's Reserve.

Based on his reviews of existing service providers, the Auditor General has identified a more cost-effective option that can be implemented for a fraction of the above cost for April 18, 2016.

Implementation Plan

The Auditor General has determined that the service providers for the "hotlines" that are presentation used by the City of Ottawa can implement similar functionality within CGS cost-effectively with a revised implementation date of April 1. Staff will enter into two-year contracts with these two firms provided they agree to acceptable terms and conditions. The annual costs and time requirements for these services will require single sourcing of both of these contracts. At the end of the two-year pilot, longer term contracts will be pursued with these providers or other options will be pursued that better meet the City's requirements for high quality, cost-effective services.

The provider of the website functionality is Baytek Systems Consulting International Ltd. and the provider of

the call centre functionality is On Call Centre Inc. Both firms are located in Ottawa and have been providing quality, bilingual services to the City of Ottawa for over five years. Using these firms for at least the initial pilot may provide a level of confidentiality that is not available from local service providers.