

Purpose:

- 1 To establish a mechanism for the timely and appropriate review of administrative decisions.

Policy Statement(s):

- 2 Where a dispute falls within the jurisdiction of a regulatory body with an established process, that process is used first.
- 3 Each department has a procedure for conducting internal appeal reviews of administrative decisions.
- 4 Internal appeal reviews are easy for citizens to access and enable a quick, inexpensive means of re-examining administrative decisions.
- 5 Each department ensures that citizens are informed of their right of appeal when an employee makes an administrative decision.
- 6 Internal appeal reviews incorporate the following principles of administrative fairness:
 - (1) Participation: There is full and fair opportunity to present a case to the decision maker and full disclosure of the case against the person to the person.
 - (2) Adequate Reasons: The decision maker is able to say why the particular decision was made.
 - (3) Legitimate Expectation: Regular practices of an administrative decision maker are considered.
 - (4) Discretionary Decisions: These are made in good faith, for a correct purpose, on relevant considerations, and using a reasonable interpretation.
 - (5) Timeliness - All decisions are made within reasonable time frames. Citizens are advised if the process will take longer than originally stated or expected.
- 7 This policy supports accountability for decisions. A copy of this policy and related procedure(s) are provided, upon request, to anyone who questions the manner in which an administrative decision may be reviewed.
- 8 Citizens are entitled to a written statement from the employee who made the Administrative Decision setting out the reasons for the decision, the contact information of the decision maker, and how the decision may be challenged.

Definitions:

- 9 Administrative Decisions: Decisions made by employees that involve the use of discretion by the employee. They impact a citizen's right to City services or the fair application of City services. Decisions regulated by any level of legislation are not considered Administrative Decisions.

References:

- 1 3012-DP Corporate Appeals – Internal Review (Community Services)
- 2 3215-DP Corporate Appeals – Internal Review (Recreation, Parks & Culture)
- 3 3405-DP Corporate Appeals – Internal Review (Transit)
- 4 4108-DP Corporate Appeals – Internal Review (Electric, Light & Power)
- 5 4207-DP Corporate Appeals – Internal Review (Emergency Services)
- 6 4318-DP Corporate Appeals – Internal Review (Engineering Services)
- 7 4712-DP Corporate Appeals – Internal Review (Environmental Services)
- 8 5409-DP Corporate Appeals – Internal Review (Revenue & Assessment Services)
- 9 6126-DP Corporate Appeals – Internal Review (Inspections & Licensing)
- 10 6223-DP Corporate Appeals – Internal Review (Land & Economic Development)

Scope/Application:

- 1 This policy impacts all departments and applies to all City employees.

Authority/Responsibility to Implement:

- 1 The City Manager retains the authority to intervene in any Internal Review completed by department managers.
- 2 Legislative Services Manager is responsible to implement this policy.

Inquiries/Contact Person:

- 1 Legislative Services Manager

Policy Monitoring and Evaluation:

- 1 This procedure will be evaluated every three years with revisions made as needed.

Document History:

Date:	Approved/Reviewed By:	Title:
April 27, 2016	“Craig Curtis”	City Manager
January 27, 2017	“Craig Curtis”	City Manager

Administrative Revisions:

Date:	Description:
May 4, 2016	Change the policy name from “Administrative Fairness” to “Corporate Appeals”
January 26, 2017	Changed the policy number from “7055” to “1023” because the City Manager is the authority over this policy.
February 27, 2017	Added Department names to the Reference Section.
April 26, 2017	Revised the Policy Monitoring and Evaluation statement.
July 17, 2017	Reformatted Administrative Revisions chart to be consistent with the template. Other minor format changes.