

City of Mississauga
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WRITER'S DIRECT LINE (905) 615-3200 ext. 5393
EMAIL: Maryellen.bench@mississauga.ca

December 21, 2007

Mr. Donald Barber

Dear Mr. Barber:

**Re: Formal complaint regarding the conduct of the City Security staff on June 7, 2006
and complaints system respecting corporate security**

Your letter dated November 27, 2007 regarding the lack of a formal complaints system related to City Security and regarding the action of the City Security staff on June 7, 2006 in the Council Chambers formed the basis of your deputation before the City Council at its meeting of December 12, 2007. At that meeting, City Council received your deputation and documentation, and referred the matter to staff. The purpose of this letter is to formally respond to the issues you have raised.

While the City does not have a formal complaints processing system to deal with complaints made by the public about City staff, any such complaints have always been accepted by the employee's supervisor, senior management, or Members of Council at any time. All complaints received are followed up and/or investigated and where requested, a response is provided to the complainant. Recognizing the special nature of the work performed by security staff, I can confirm that staff are reviewing the need for a formalized complaints procedure and will be submitting a report to City Council in respect of this matter early in 2008.

In respect of your formal complaint regarding the conduct of the City Security Staff on June 7, 2006, I will first respond to your request for surveillance video. City staff have confirmed that the tape of you entering the building is no longer in existence. The surveillance tape of the Council proceedings is not available due to privacy concerns for the individuals who were present, pursuant to the *Municipal Freedom of Information and Protection of Privacy Act*. The legislation prevails and the City must deny your request.

Regarding your comments and excerpted provisions of the *Municipal Act* respecting the role of Members of Council, and from the City Procedure By-law, these legislative provisions do not impair the ability of security staff to perform their duties as authorized by other legislation. Security officers of the City are expected to protect City facilities and are authorized under the *Trespass to Property Act* to request any person to leave the premises when they deem it is