



THE CORPORATION OF THE TOWN OF MILTON

NOTICE OF MOTION

INTRODUCTION DATE: September 8, 2025  
SUBJECT: Vexatious Complaints  
CONSIDERATION DATE: September 8, 2025  
MOVED BY: Councillor Ali  
SECONDED BY: Councillor Marshall

**WHEREAS** the Town of Milton is committed to fair, transparent, and efficient enforcement of municipal by-laws;

**AND WHEREAS** repeated, unfounded, or frivolous complaints made to By-Law Enforcement, Fire Services, or other departments can place an undue burden on municipal resources;

**AND WHEREAS** such complaints can negatively impact property owners who are in full compliance with Town by-laws, contributing to a sense of unfair treatment;

**AND WHEREAS** other municipalities across Ontario have adopted formal vexatious or frivolous complaints policies to manage and respond to patterns of unreasonable behaviour in a consistent and equitable manner;

**THEREFORE, BE IT RESOLVED:**

**THAT** Council direct staff to develop a draft policy for Council's consideration that outlines how the Town will address and manage frivolous, vexatious, or repeated unfounded complaints;

**AND THAT** the policy include, but not be limited to, provisions on: complaint intake and review procedures, criteria for identifying and responding to frivolous or vexatious complaints, the balance between proactive and reactive enforcement, confidentiality and protection of complainant and respondent information and procedural fairness for all parties involved;

**AND THAT** By-Law Enforcement staff collaborate with other relevant departments to ensure the policy includes appropriate language to address related areas, and that residents are provided with clear and understandable information regarding the Town of Milton's By-Laws;

**AND FURTHER THAT** a draft policy be brought forward to Council for review at the November 2026 meeting.