

## Assessment Complaints Audit

---

### RECOMMENDATIONS:

That the Audit Committee:

1. Receive this report for the Corporate Record; and
2. Recommend that Council receive this report for the Corporate Record.

### HIGHLIGHTS

- Bylaw 30M2004 (as amended) established the position of City Auditor and the powers, duties and functions of the position. In accordance with Bylaw 30M2004 (as amended), the City Auditor reports the outcome of all audits to the Audit Committee (including Administration's response and corrective actions to be taken in regard to specific recommendations). The City Auditor is accountable to Council and subject to the oversight of Audit Committee under Bylaw 48M2012 (as amended).
- What does this mean to Calgarians? The City Auditor's Office provides independent and objective audit assurance services to add value to The City of Calgary and enhance public trust.
- Why does it matter? Assessment is responsible for preparing assessments for over 544,000 property owners with a total assessed value of \$301B. Increases in assessment complaints drive increased financial, reputational and operational risk. This audit concluded the processes that Assessment have implemented during 2019 and 2020 were effective in reducing the risk of increasing complaints. Two further improvements to processes are required to support Assessment's goal to further reduce the risk of increased complaints.
- Strategic alignment: Citizen Priority – A Prosperous City.

### ATTACHMENTS

1. Assessment Complaints Audit – AC2020-1170 Attachment 1
2. Assessment Complaints Audit Presentation Slide – AC2020-1170 Attachment 2

### DEPARTMENT CIRCULATION

Name	Title, Department or Business Unit	Approve/Consult/Inform
Katharine Palmer	City Auditor	Approve
David Duckworth	City Manager	Inform
Carla Male	Chief Financial Officer	Inform
Edwin Lee	Acting Director/City Assessor, Assessment	Inform