



**Calgary**

City Auditor's Office

ISC: Unrestricted  
AC2020-1170 ATT2

# Assessment Complaints Audit

## Why we did this

- Assess the effectiveness of the processes that Assessment have implemented during 2019 and 2020 to minimize the risk of complaints increasing in volume

## What we concluded

- Processes have been effective in reducing the risk of increasing complaints
- 25% reduction in complaints filed with ARB from 2017 to 2019
- Two further improvements to processes are required to support Assessment's goal to further reduce the risk of increased complaints

## Why it matters

- 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