SUMMER VILLAGE OF WHITE SANDS

Prepared by: Administration **Number**: ADM 1.10

Adopted by: White Sands Council **Date**: June 15, 2026

Resolution# 26:06:11

Title: Bylaw Enforcement Complaint Procedure

Definitions:

"Bylaw Enforcement Complaint" means a written allegation that a person, business, or property is in violation of a municipal bylaw.

"Complainant" means the individual who submits a bylaw complaint.

"Development Officer/Bylaw Officer" means the person(s) designated by Council or Administration to investigate and enforce bylaws.

"Respondent" means the individual, business, or property owner alleged to be in violation of a bylaw.

Purpose:

The purpose of this policy is to establish a clear and consistent process for receiving, investigating, and resolving complaints related to municipal bylaws. This ensures fairness, transparency, and accountability in the enforcement of bylaws within the Summer Village of White Sands.

Scope:

This policy applies to all bylaw complaints submitted by residents, property owners, or visitors within the Summer Village of White Sands, and to all municipal staff or contractors responsible for enforcement.

Complaint Submission:

1. All complaints must be submitted in *writing* to the Summer Village Office by email, mail, or online form. Verbal complaints will not be accepted unless accessibility needs require assistance.
2. Complaints must include:
    a. Complainant's full name, address, phone number, and/or email;
    b. The address or location of the alleged violation;
    c. Details of the alleged violation, including dates and times if applicable;
    d. Any supporting evidence (e.g., photographs, witness accounts).
3. Anonymous complaints will not be investigated.

Complaint Process:

1. **Receipt & Acknowledgment**

a. Administration will acknowledge receipt of the complaint within **5 business days**.

b. The complaint will be logged in the municipal records system.

2. **Initial Review**

   a. Administration will review the complaint to determine if it falls within municipal jurisdiction and relates to an enforceable bylaw.

   b. If the complaint is outside municipal authority, the complainant will be advised and redirected to the appropriate agency.

3. **Investigation**

   a. A designated officer will investigate the complaint through site inspections, interviews, or document review.

   b. Investigations will be conducted in a fair, impartial, and confidential manner.

4. **Enforcement Action**

   a. If a violation is confirmed, the respondent will be notified and enforcement actions may include warnings, orders to remedy, fines, or legal proceedings, in accordance with applicable bylaws and legislation.

5. **Resolution & Closure**

   a. Once resolved, the complainant will be notified that the matter has been addressed (details of enforcement actions will not be shared due to privacy legislation).

   b. The complaint file will then be closed.

Confidentiality:

1. All personal information provided in a complaint will be protected in accordance with the Alberta Information & Transparency Act (AITA)**.**
2. The identity of the complainant will remain confidential and will not be disclosed to the respondent, unless required by law.

False or Vexatious Complaints: Complaints determined to be false, frivolous, or made in bad faith may result in the complainant being restricted from submitting further complaints for a specified period.

Records Management: All complaints and related documentation will be maintained in accordance with municipal records retention bylaws and AITA requirements.

Review of Policy: This policy will be reviewed by Council at least once every three (3) years to ensure relevance and effectiveness.

Schedule A:

Bylaw Enforcement Complaint Form

Complaint Information:			
Full Name:			
Residential Address:			
Mailing Address:	___ Same as above		
Phone Number:	Day:	Evenings:	
Email Address:			

Incident Information:					
Location of Incident:					
Additional Location Information (landmarks, photos, etc.):					
Type of Concern (Check one)	__ Noise	__ RVs	__ Animals	__ Property Maintenance	__ Other
Detailed Description (what happened, when, how often, who was involved, how it affects you): **if there is not enough room, you may submit additional documents/pages*					

Declaration:	
I confirm the information provided is accurate. I understand my information will remain confidential unless required in court proceedings.	
Date:	Signature:
___	Submitted electronically (signature not required)

Submit this form:

- By Email: cao@whitesandsab.ca
- In Person: Municipal Office, #8 Front Street
- Questions: (403) 740 – 1572

For Office Use Only:	
Complaint Received By:	Date:
Reviewed By:	Date:
Incident #:	Legal Address/Roll #:
Outcome/Notes:	

Schedule B:

Resident Guide: How to File a Bylaw Enforcement Complaint

Step 1: Submit Complaint

- Fill out the official complaint form (Schedule A).
- Must include your name, contact info, and details.
- Anonymous complaints are not accepted.

Step 2: Administration Review

- Staff confirm if the complaint is valid and within municipal jurisdiction.

Step 3: Investigation

- A Bylaw/Development Officer investigates (site visit, records, interviews, photos).

Step 4: Enforcement

- If a violation is confirmed → warning, order, fine, or legal action.
- If no violation is found → complaint is closed.

Step 5: Resolution & Notification

- Complainant is informed once the matter is addressed.
- Some details may not be shared due to privacy laws.

Key Notes for Residents

- Your name is confidential under Alberta Information & Transparency Act (AITA).
- Anonymous complaints cannot be accepted.
- False or frivolous complaints may result in restrictions.
- Most issues are resolved through education and voluntary compliance before fines are issued.