



Summer Village of White Sands

Bylaw Enforcement Complaint Form

OFFICE USE ONLY:
BYLAW INCIDENT NO.: _____

Please PRINT information below and answer all questions to the best of your ability.

The following information was supplied and received in confidence.

This form represents a request to resolve a Bylaw Enforcement issue. In order for the Municipal Enforcement Officer to proceed with an investigation and follow-up of your complaint it is mandatory that you give your full name and current address and phone number along with your signature below. (Anonymous complaints will not be accepted.)

COMPLAINT INFORMATION

Name of Complainant: _____

Residential Address: _____

Mailing Address (if different): _____

Email Address: _____

Phone Number (day): _____ (evening): _____

INCIDENT INFORMATION (Please Be Specific)

Location of Incident or Alleged Offence: _____

Street Address: _____

Other Description (if needed): _____

DETAILED DESCRIPTION OF ALLEGED BYLAW VIOLATION (How it affects you, how long its existed, as much as detailed as possible, providing names of witnesses if available):

Multiple horizontal lines for detailed description of alleged bylaw violation.

NOTE: Anonymity will be maintained between the complainant and the alleged offender, except where necessary in court of law. However, should this complaint proceed to Court, you may be required to give evidence as a witness and your name, and your filed complaint will become a matter of public record.

PERSONAL INFORMATION: This information is being collected for the purpose of conducting a Bylaw Enforcement investigation. This information may be shared with applicable departments and agencies for the purpose of initiating appropriate action relative to this report. The collection of the personal information on this application is authorized and protected under the Freedom of Information and Protection of Privacy Act. Section 33©. By providing this information, you have consented to its use for the above purposes. If you have any questions about the use of this information, you may contact the bylaw officer.

Date: _____ Signature of Complaint: _____

Forward to the Summer Village of White Sands when completed.
Municipal Office located at #1 Hall Street
Phone: (403)742-4717 Email: cao@whitesandsab.ca

TO BE COMPLETED BY VILLAGE STAFF
COMPLAINT RECEIVED BY: _____ DATE: _____
REVIEWED BY: _____ DATE: _____

BYLAW ENFORCEMENT PROCEDURES

1. The Summer Village of White Sands does not have the resources to formally review properties on a regular basis in order to determine whether or not its regulatory bylaws are being complied with at all times. Therefore, except for called inspections arising from permit applications, it is the general practice of the Summer Village of White Sands to rely on residents or visitor complaints as a means of alerting Bylaw Enforcement to violations of its bylaws. The Summer Village of White Sands has established policies and procedures in order to encourage a balance of accountability and confidentiality among the various parties to this process. This does not preclude staff of the Summer Village of White Sands initiating investigations on their own initiative.
2. Bylaw enforcement investigation will be commenced on submission of written complaints. If the preliminary investigation determines there is basis for enforcement action pursuant to the criteria set out in section 4 below, the normal bylaw enforcement procedure will be followed. If the investigation finds there is no basis for enforcement, the complainant will be informed their complaint does not meet the criteria. Please keep in mind that certain bylaw enforcement investigations can take several months before reaching conclusion. It is not the practice of the Summer Village of White Sands to necessarily seek a final legal remedy for all alleged infractions.
3. If a residence or individual is allegedly in violation of a Summer Village of White Sands bylaw/s and several neighbors deem the violation a nuisance which should be reported, each person is required to fill out individual and separate complaint forms. This assists in substantiating the alleged offenses.
4. As a matter of practice, the identity of the complainant and the written complaint itself shall not be disclosed to the alleged violator or any member of the public except as outlined in Section 5 below. In addition, the response of the alleged violator shall not be made public or disclosed to the complainant except as outlined in Section 5 below.

CONFIDENTIALITY ISSUES

5. The anonymity and confidentiality given to complainants and alleged violators cannot be assured if the investigation results in court proceedings.
6. If the persons request the Summer Village of White Sands disclosure of personal information about them in complaints (and responses to the complaints) under the Freedom of Information and Protection of Privacy act, it shall be the policy of the Summer Village of White Sands to refuse disclosure under Section 22 of the Act (Law Enforcement: Public bodies may withhold information that would harm a law enforcement matter) unless consent is obtained for the person who supplied the information and who would otherwise be assured of confidentiality under this policy. The Summer Village of White Sands, however, is subject to orders issued by the information and Privacy Commissioner under the Act and will not necessarily appeal an order for disclosure.