

**TOWN OF FORT NELSON
FORT NELSON-LIARD REGIONAL DISTRICT
POLICY & PROCEDURE MANUAL**

3355-01 Town Complaint Policy (Bylaw Enforcement)

Background/History

In the administration of most Town regulatory bylaws, the Council's policy has always been and is for bylaw enforcement officers (or others designated by resolution) to enforce the bylaws in response to complaints. The Council has adopted this policy in recognition that full-time enforcement of all of its regulatory bylaws would necessitate an operating budget neither they nor the community is prepared to approve; additionally, the Council believes that the level of enforcement generated by complaint is sufficient to meet community standards. The only exception to this general policy is in animal control, where a full-time animal control officer is contracted, and for other issues which are detailed in policy, i.e., traffic control as it relates to Simpson Trail, etc.

The Freedom of Information & Protection of Privacy Act requires protection of complainant personal information, including name, address, telephone number, etc.

Policy/Objective

To formalize the method for taking complaints on bylaw non-compliance issues which the Town's designated bylaw enforcement officers shall thereafter investigate and action as may be required, and, to assure that personal information about complainants is protected from public access.

Policy Section: 3355	Legislative Services
Subject: 3355-01	Complaint Policy (Bylaw Enforcement)
Prepared by: BEO Walt Lutsiak	Approved by Mgmt Team:-
By Administrator: May 19, 2000	By Council/Aboard: May 23, 2000
Revision Date:-	Page 1 of 2

Implementation

Complaints received for regulatory bylaws enforced under the “Municipal Ticketing Information” (MTI) system may be verbal but must be logged in a daily diary. For issues of property maintenance where part of the recourse to enforcement is removal of offending material(s) by Town crews by order of Council, a written complaint will be required . In all cases, the complainant will be made aware that, if the ticket is disputed, they may be required to appear in Court to support the complaint. Complaints received with regard to other regulatory bylaws must be in writing, although the complainant’s personal information will also be protected from public access.

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