



# Summer Village of Rochon Sands

## Bylaw Enforcement Complaint Form

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):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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 Rochon Sands when completed.  
Municipal Office located at #1 Hall Street  
Phone: (403)742-4717 Email: info@rochonsands.net

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



## **BYLAW ENFORCEMENT PROCEDURES**

1. The Summer Village of Rochon 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 Rochon Sands to rely on residents or visitor complaints as a means of alerting Bylaw Enforcement to violations of its bylaws. The Summer Village of Rochon 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 Rochon 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 Rochon 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 Rochon Sands bylaws 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 Rochon 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 Rochon 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 Rochon 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.