



# TOWNSITE OF REDWOOD MEADOWS BYLAW COMPLAINT FORM

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

## COMPLAINANT 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 office:

Street address: \_\_\_\_\_

Other description ( if needed, or include a sketch overleaf):

\_\_\_\_\_

Name of registered owner (if known): \_\_\_\_\_

Address of owner (if different from location of alleged offence or incident):

\_\_\_\_\_

DETAILED DESCRIPTION OF ALLEGED BYLAW VIOLATION (Please be as detailed as possible providing names of witnesses if available and of any attending authorities):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I UNDERSTAND THAT THE TOWNSITE OF REDWOOD MEADOWS WILL BE UNABLE TO GUARANTEE  
CONFIDENTIALITY OF THE ABOVE INFORMATION IF THIS MATTER RESULTS IN COURT ACTION

DATE: \_\_\_\_\_ SIGNATURE OF COMPLAINANT: \_\_\_\_\_

## TO BE COMPLETED BY TOWNSITE STAFF

COMPLAINT RECIEVEDBY: \_\_\_\_\_ DATE: \_\_\_\_\_

# BYLAW ENFORCEMENT PROCEDURES

1. The Townsite of Redwood Meadows 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 Townsite of Redwood Meadows to rely on citizen complaints as a means of alerting Bylaw Enforcement to violations of its bylaws. The Townsite of Redwood Meadows 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 Townsite of Redwood Meadows 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 bylaw enforcement action pursuant to the criteria set out in section 4 below, the normal no basis for enforcement, the complainant will be informed their complaint does not meet the criteria. Please keep in mind, certain bylaw enforcement investigations can take several months before reaching conclusion. It is not the practice of the Townsite of Redwood Meadows to necessarily seek a final remedy for all alleged infractions.
3. If a residence or individual is allegedly in violation of a Townsite bylaw/s and several neighbours 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.
5. The anonymity and confidentiality given to complainants and alleged violators under Council policy cannot be assured if the investigation results in court proceedings.
6. If persons request the Townsite of Redwood Meadows disclosure of personal information about them in complaints (and responses to the complaints) under the freedom of Information and Protection Act, it shall be the policy of the Townsite of Redwood Meadows to refuse disclosure unless consent is obtained from the person who supplied the information and who would otherwise be assured of confidentiality under this policy. The Townsite of Redwood Meadows is subject to orders issued by the Information and Privacy Commissioner under the Act and will not necessarily appeal an order for disclosure.