



File #

General file

CARIBOO REGIONAL DISTRICT COMPLAINT FORM

*** PLEASE **PRINT** INFORMATION BELOW – ANSWER ALL QUESTIONS IF POSSIBLE

* **COMPLAINANT’S NAME:** (Mr., Mrs., Miss, Ms) _____

COMPLAINANT’S MAILING ADDRESS:

(House Number & Street / P.O. Box) _____

(City) _____ (Postal Code) _____

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

LOCATION OF YOUR COMPLAINT: (to assist with investigation, please be specific and provide as much information as possible – include sketch of location if necessary)

Street Address: _____

Legal Description: _____

Other Description: (if needed) _____

DETAILED DESCRIPTION OF ALLEGED BYLAW VIOLATION:

*THIS WILL CONFIRM THAT I HAVE READ THE REVERSE OF THIS FORM AND UNDERSTAND THAT THE C.R.D. WILL BE UNABLE TO GUARANTEE CONFIDENTIALITY OF THE ABOVE INFORMATION IF THIS MATTER RESULTS IN COURT ACTION OR ORDER FROM THE PROVINCIAL INFORMATION & PRIVACY COMMISSION.

Date _____

Signature of Complainant

TO BE COMPLETED BY CARIBOO REGIONAL DISTRICT STAFF

Complaint received by: _____ Date: _____

ELECTORAL AREA: _____ DIRECTOR: _____

Forward to Bylaw Enforcement Officer when completed

BYLAW ENFORCEMENT PROCEDURES

CONFIDENTIALITY ISSUES

The Cariboo Regional District does not have the resources to formally review properties on a regular basis in order to determine whether or not its various bylaws are being complied with at all times. Therefore, except for called inspections arising from a building permit, it is the policy of the Cariboo Regional District to rely on citizen complaints as a means of enforcing these bylaws. In order to encourage only valid complaints and to reduce the opportunity for intimidation and neighborhood conflict, the Cariboo Regional District wishes to establish a policy with a balance of accountability and confidentiality among the various parties to this process. The following policies shall therefore apply regarding bylaw enforcement procedures:

1. To be considered valid by the Cariboo Regional District, a complaint shall be in writing and shall contain the name, address and phone number of the complainant and shall describe the nature and location of the alleged infraction. This policy does not preclude staff of the Cariboo Regional District identifying and conducting investigations on their own initiative.
2. 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. It is not necessary for the complainant to request confidentiality. Likewise, the response of the alleged violator shall not be disclosed to the complainant, whether it is in writing or made orally. This policy is in recognition of the fact that many complaints take place in the context of other disputes between neighbors and the motivation for the complaint itself may be retribution. Disclosure could serve to exacerbate the dispute and may even put persons at risk of harm.
3. Upon receipt of a valid complaint, the Cariboo Regional District will then initiate an investigation. Should an infraction be suspected, the Bylaw Enforcement Officer, in considering whether a remedy is necessary, will consider such matters as the scale, number and duration for the infraction(s); the current short and long term impacts caused by the infraction; the potential for precedents; and the resources available to resolve the matter. It will not be the policy of the Cariboo Regional District to necessarily seek a final legal remedy for all alleged infractions.
4. The anonymity and confidentiality given to complainants and alleged violators under this policy can not be assured if the investigation results in court proceedings.
5. If persons request the Cariboo Regional District for 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 Cariboo Regional District to refuse disclosure under section 15 of the Act unless consent is obtained from the person who supplied the information and who would otherwise be assured of confidentiality under this policy. The Cariboo Regional District however, is subject to orders issued by the Information and Privacy commissioner under the Act and will not necessarily appeal an order for disclosure.