



OFFICE USE ONLY:
BYLAW INCIDENT NO.: _____

Town of Milk River 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, current address and phone number along with your signature below.
(Anonymous complaints will not be accepted.)

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 offense:

Street address: _____

Other description (if needed): _____

Name of registered owner (if known): _____

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

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 a 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. The information may be shared with applicable Town 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(c). By providing this information, you have consented to its use for the above purposes. If you have questions about the collection and use of this information, you may contact the Bylaw Enforcement Officer.

DATE: _____

SIGNATURE OF COMPLAINANT: _____

Forward to the Town of Milk River when completed
Located at the Town of Milk River Administration Office : 240 Main Steet
FAX: 403-647-3772 OR EMAIL: communityinfo@milkriver.ca

TO BE COMPLETED BY TOWN STAFF

COMPLAINT RECEIVED BY: _____ DATE: _____

REVIEWED BY: _____ DATE: _____

BYLAW ENFORCEMENT PROCEDURES

1. The Town of Milk River 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 Town of Milk River to rely on residents or visitor complaints as a means of alerting Bylaw Enforcement to violations of its bylaws. The Town of Milk River 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 Town of Milk River 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 Town of Milk River to necessarily seek a final legal remedy for all alleged infractions.
3. If a residence or individual is allegedly in violation of a Town of Milk River 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.

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 persons request the Town of Milk River 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 Town of Milk River 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 from the person who supplied the information and who would otherwise be assured of confidentiality under this policy. The Town of Milk River however, is subject to orders issued by the Information and Privacy Commissioner under the Act and will not necessarily appeal an order for disclosure.

