

TOWN OF GRAND COULEE

BYLAW ENFORCEMENT

<i>Section</i>	<i>Classification</i>
General Governance	Policy
<i>Approved (Date)</i>	<i>Motion No.</i>
04/14/2020	#12

PURPOSE:

The objective of this policy is to obtain compliance with municipal bylaws through effective enforcement based on consistency, education and fairness; and to minimize excessive time spent by staff discussing verbal complaints, ensuring tax payer dollars for work hours are spent appropriately.

It is important to note that not all matters are regulated by bylaws, some may be regulated by Provincial or Federal acts and enforced by other authorities.

PROCEDURE:

1. It is recommended that residents/ratepayers attempt to resolve issues amicably between neighbours before contacting the Town to register a complaint.
2. If a resolution cannot be reached and a resident/ratepayer wishes to register a formal complaint, they must submit a written complaint to the Municipal Office at:
 - a) grandcoulee.cap@sasktel.net; or
 - b) Town of Grand Coulee, Box 72, Site 200, Grand Coulee, SK S4P 2Z2, in order for a bylaw to be enforced.
3. All written complaints must include the following information:
 - a) Address\location of complaint
 - b) Date\times when violation occurred
 - c) Detailed description of violation (ex: animal description, vehicle description, etc.) and/or images.
 - d) Name, address and phone number of the complainant
4. Once a complaint has been received, an investigation will begin to determine if a violation exists. If there is a violation, every attempt shall be made to achieve voluntary compliance with bylaws through education and information prior to initiating any manner of enforcement action.
5. An appointed bylaw enforcement officer must have observed a bylaw infraction. Furthermore, Town staff are not required to report observed bylaw violations unless it is during regular work hours, within that employee's scope of work, and where the violation poses a risk to life, health and/or safety.
6. Anonymous or verbal complaints of alleged infractions will not be acted upon.

7. The identity of the complainant and the written complaint itself shall not be disclosed to the alleged offender or any member of the public. Likewise, the response of the alleged offender shall not be disclosed to the complainant. The anonymity and confidentiality given to complainants and alleged offenders under this policy cannot be assured if the investigation results in court proceedings.

8. In certain cases, an appointed bylaw enforcement officer may enter a property or building. Authorization requirements to enter a property or building will be followed as per The Municipalities Act, Section 362.

9. If voluntary compliance is not achieved, an Order to Remedy letter may be issued, giving a specific number of days to remedy the situation. This allows the person responsible to appeal the order or resolve the bylaw contravention.

10. Where the contravention continues, or where bylaw compliance is not achieved through voluntary compliance or initial enforcement, the issue will be referred to Council to decide on the next course of action.