



Purpose:

This policy will provide formal policy and procedure governing the handling of by-law complaints by the Municipality and to ensure thorough, prompt and courteous receipt, processing, investigation and resolution thereof.

Complainants are protected under the Municipal Freedom of Information and Protection of Privacy Act and every complainant will be kept completely confidential and not be intentionally divulged to any member of Council, the public or media.

Definitions:

“CAO” – means the Chief Administrative Officer for the Township of Zorra.

“Clerk” – means the Clerk for the Township of Zorra.

“Formal Complaint” – means a complaint received by Staff, wherein the complainant provides their full name, address and phone number that can be verified by the Investigator and nature of complaint in writing using the required form, over the telephone, in person or via email.

“Investigator” – means a person appointed by the Township of Zorra for the purposes of Municipal By-law Enforcement including, but not limited to, a Building Inspector and Municipal Law Enforcement Officer.

“Spite Complaint” – means a complaint filed in ill will or with the intention of malice towards another person and may include retaliatory complaints and neighbour disputes.

“Township” – means the Corporation of the Township of Zorra.

Policy:

1.0. Policy Statement

- 1.1. The Township of Zorra is committed to the thorough, prompt and courteous receipt, processing, investigation and resolution of Formal Complaints.

2.0. Complaints

- 2.1. The Township will only respond to Formal Complaints received from a complainant who provides their full name, telephone number and address. Anonymous complaints will not be investigated. The municipality will offer assistance and direction with respect to a by-law concern over the telephone, in person, via email or in writing, using the required form (Schedule “A”) where practical.



- 2.2. Complainants are protected under the *Municipal Freedom of Information and Protection of Privacy Act* and every complainant will be kept completely confidential and not be intentionally divulged to any member of Council, the public or media.
- 2.3. All Formal Complaints will be documented on a Formal Complaints Form (Schedule "A"), where practical, which can be obtained by contacting the Township or by visiting the Township's website.

3.0. Online Complaints

- 3.1. The Township will respond to Formal Complaints received from a complainant who completes an online form and provides their full name, telephone number, address and email address. The online form cannot be submitted unless all relevant information is completed in full. Staff will verify with the complainant that all of the information is true prior to commencing the investigation. Complainants are protected under the *Municipal Freedom of Information and Protection of Privacy Act* and every complainant will be kept completely confidential and not be intentionally divulged to any member of Council, the public or media.

4.0. Officer Initiated Investigations

- 4.1. An Investigator may also undertake an investigation on their own initiative upon observation of a possible situation of a by-law violation where the matter is of an immediate threat to health or safety.

5.0. Complaints from Tenants

- 5.1. Property standard issues from tenants must show proof that they have allowed time for the landlord to resolve issues themselves prior to submitting a Formal Complaint.

6.0. General

- 6.1. A failure to comply with a provision of this policy shall not vitiate any proceeding or any step, document or order in a proceeding otherwise in accordance with any municipal by-law or provincial or other legislation.
- 6.2. Council is encouraged to direct residents with issues regarding by-law enforcement to the Township Office.

Procedure:

7.0. Receipt and Confirmation of Complaint

- 7.1. Upon receipt of a Formal Complaint, staff shall record the Formal Complaint in a Complaints Log maintained by the Department. In all cases, Staff shall encourage the complainant to

describe the matter in their own words, detailing the “who”, “what”, “why”, “when” and “where” of the situation.

- 7.2. The Investigator assures the complainant that their name and any personal information provided by them will remain in the strictest of confidence, in accordance with the *Municipal Freedom of Information and Protection Privacy Act* and will not be revealed to anyone unless so ordered by a Court or other tribunal or body of competent jurisdiction.
- 7.3. The Investigator conducts a preliminary review of the complaint to verify information and research any supporting documentation which may be available in Township records.
- 7.4. The Investigator calls the complainant, when necessary, for further details or to confirm or clarify information provided within the Formal Complaint or to obtain the complainant's signature on the written Formal Complaint, when necessary.

8.0. Investigation

- 8.1. The Investigator shall attend the site to witness and record the activity to determine if a contravention exists.
- 8.2. If the Investigator is uncertain whether the circumstances constitute a contravention, they may seek input from the Municipal Prosecutor or Municipal Solicitor if required, and/or the individual responsible for administering the by-law.
- 8.3. If the Investigator determines the matter is not a contravention of any by-law or other statute that the Township is responsible for enforcing, Staff will advise the complainant, enter the complaint finalized date on the complaint form and in the Complaints Log, and close the file.

9.0. Enforcement – First Stage

- 9.1. In case of situations wherein set fines have been established for violations, an Investigator may, upon confirmation of the existence of a violation, immediately issue an offence notice/ticket. In all cases, the Investigator shall identify a suspected violation and the laws having jurisdiction during an initial warning stage and shall notify the suspected violator of a time limit in which voluntary compliance is expected.
- 9.2. Upon determining that there is a violation of a Municipal By-law (excluding set fine situations, documented, chronic violations or where otherwise warranted), the Investigator may proceed to the enforcement stage by providing an initial warning to the suspect/violator by at least one (1) of the following three (3) means:
 - (a) In person; or
 - (b) By telephone; and,
 - (c) In writing.
- 9.3. The Investigator will then document which form of communication they used.
- 9.4. The Investigator shall notify any internal departments and outside agencies that may have jurisdiction or may be required to assist with or rectify the situation (i.e. Fire Department, Public



Works Department, Ministry of Natural Resources, Ministry of Environment, Oxford County Board of Health).

- 9.5. Where provided for by By-law or other statute, an Investigator may issue an emergency order to remedy a violation in lieu of an initial warning if the situation poses an immediate threat to health or safety. The Investigator will notify their immediate supervisor and the CAO immediately.
- 9.6. After the time limit has expired, the Investigator shall return to the site to determine if compliance has been accomplished.
- 9.7. Upon confirming that the warning has been complied with, Staff will enter the complaint finalized date on the compliant form and in the Complaints Log and close the file.

10.0. Enforcement – Second Stage

- 10.1. If suspected violator has not complied with the warning, the Investigator shall review the non-compliance with the Clerk and/or individuals responsible for administering the by-law, if warranted.
- 10.2. The Investigator decides, based on discussions with the Clerk and/or the other individuals responsible for administering the by-law, whether to attempt a second written warning or proceed with the actions necessary to address the situation in accordance with municipal by-laws or other statutes. Either:
 - (a) If a second written warning or formal order is to be issued, the Investigator will proceed and give a final time period in which to comply; or
 - (b) If legal action is decided, the Investigator will provide the Clerk and/or the individual responsible for administering the by-law with a recommendation to proceed with legal action when it appears obvious compliance is not forthcoming.
- 10.3. At any stage of the enforcement process, if, in the opinion of the Investigator, CAO, Clerk and/or the individual responsible for administering the by-law, the matter is of significant consequence, the matter may be brought before Council for direction.

11.0. Spite Complaints and Multiple Complaints

- 11.1. Spite Complaints will not be accepted unless deemed by the Investigator or Clerk to be an immediate threat to health and safety.
- 11.2. Multiple complaints from a complainant at one time will not be accepted unless deemed by the Investigator or Clerk to be an immediate threat to health and safety.

12.0. Level of Involvement

- 12.1. That, in situations whereby multiple complaints are received from a single person at one time, or where a single person continuously submits a variety of complaints on an on-going basis, the Investigator and Township staff are given the discretion to decide on an appropriate level of response to such complaints. The level of response by staff may include a decision to act

on some or all of the complaints, to not act on some or all of the complaints, or to assign priority to some or all of the complaints.

12.2. In making their decision on the appropriate level of response to such complaints, staff will have regard to the following criteria:

- safety factors;
- available resources;
- potential impact on the complainant;
- potential impact of not responding;
- is the violation obvious to the neighbourhood;
- impact on the immediate neighbourhood;
- complaints that appear to result from a form of vendetta or retribution, or are otherwise deemed to be frivolous and vexatious;
- offer for formal mediation;
- coordinating involvement with other relevant agencies.

13.0. That, in situations where the Investigator or Township staff are involved in a dispute between 2 or more people, where it has become obvious that staff's involvement will not be able to achieve a reasonable resolution to their dispute, staff are given the discretion to decide on an appropriate level of further involvement. The level of involvement by staff may include a decision to suspend further involvement or take no further action in the dispute.

13.1. In making their decision as to the level of further involvement with the dispute, staff will have regard to the following criteria:

- safety factors;
- history of attempts to mediate by staff;
- offer for formal mediation;
- coordinating involvement with other relevant agencies;
- the number of unfounded complaints;
- apparent attempts to purposely aggravate the situation;
- complaints that are frivolous and vexatious;
- the number of complaints or concerns registered that do not fall within the jurisdiction of the Township of Zorra's by-laws.

13.2. Any decision made under this policy including a decision not to respond to complaints or enforce by-laws, and also including a decision made by the CAO or Clerk may, at any time, be revisited. Additionally, the CAO or Clerk may at his/her discretion require staff to respond to a complaint or enforce a by-law in spite of any previous decision to the contrary

14.0. Reporting

14.1. By-law Services Staff will provide regular reports to Council regarding by-law enforcement activities.



Policy: By-law Enforcement

No: 200-11

Section: Administration

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By-law #: 41-11

Last Revision Date: October 2023

- 14.2. The Investigator will ensure that the Formal Complaint Report (Schedule "A") is completed in its entirety, when necessary.
- 14.3. The Investigator will ensure that the Formal Complaint Report – For Staff Use Only (Schedule "B") is completed in its entirety.

Departments affected:

By-law Enforcement.

Next revision date: (every five years)

October 2028.

Accessible Formats:

If you require this document to be in an accessible format, please contact the Director of Corporate Services at clerk@zorra.ca or 519-485-2490 ext. 7228.

For accessibility-related definitions and further information on the Township's accessibility practices, please refer to the Township's **Integrated Accessibility Standards Regulation Policy**.



Schedule "A"
TOWNSHIP OF ZORRA
FORMAL COMPLAINT REPORT

Date of Complaint: _____

File Number: _____

Description of Complaint:

Alleged Offender:

Location:

Complainant Information:

Names: _____

Address: _____

Telephone Number(s): _____

Is Complainant willing to testify in Court? ☐ Yes ☐ No

IMPORTANT: This document must be completed legibly and in its entirety.
Personal Information contained in this form is collected pursuant to the *Municipal Act* and the
Municipal Freedom of Information and Protection of Privacy Act and will be used for the
purpose of responding to the Complaint.

If you would like an update on the status of your complaint, please call the By-law Enforcement
Officer at 519-485-2490 ext. 7230 or fax to 519-485-2520.

Signature of Complainant: _____



Schedule "B"
TOWNSHIP OF ZORRA
FORMAL COMPLAINT REPORT
FOR STAFF USE ONLY

Incident #: _____

Date: _____ Address: _____

Valid Complaint? ☐ Yes ☐ No Further Action Required? ☐ Yes ☐ No

What is the offence?

Who committed the offence?

When did the offence occur?

Where was the offence committed?

Why is this an offence?

Other Agency Assistance? ☐ Yes ☐ No

Name of Agency: _____

Contact Person: _____

Field Notes:

Ticket Fee Received? ☐ Yes ☐ No Date Received: _____

Complaint Finalized Date: _____

Investigated by: _____