

**Summer Village of Ghost Lake
Bylaw Enforcement Non-Emergency Complaint Form**

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

When safe and practical, it is recommended that problems try to be resolved in a neighbourly manner before contacting the Village Office.

Please check specific requirements of legislation before submitting a complaint

This form represents a request to resolve a Bylaw Enforcement issue. In order for the staff 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.)

COMPLAINT 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 Offence:

Street Address: _____

Other Description (if needed): _____

Name of Registered Owner (if known): _____

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

DETAILED DESCRIPTION OF ALLEGED BYLAW VIOLATION (How it affects you, how long it has 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 court of law. 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 agencies for the purpose of initiating appropriate action relative to this report. The collection of the personal information on this form is authorized and protected under the Freedom of Information and Protection of Privacy Act RSA Alberta. By providing information, you have consented to its use for the above purposes. If you have any questions about the collection and use of information, you may contact the FOIP Coordinator at (403) 554-5515.

Date: _____

Signature of Complainant: _____

Forward to the Summer Village of Ghost Lake when completed

Box 19554 RPO South Cranston Calgary AB T3M 0N5

Fax: 403-206-7209 or EMAIL: admin@ghostlake.ca

-----To be completed by staff-----

Received By: _____

Date: _____

Reviewed By: _____

Date: _____

BYLAW ENFORCEMENT PROCEDURES

1. The Summer Village of Ghost Lake 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.
2. Written Complaints are handled both by priority and by the order received. Actions taken may include:
 - a. Written notice to the person(s) who are in breach of the bylaw that will include a timeframe to rectify the situation. A written notice will include the section of the bylaw, regulation or rule that has been breached and will also include a warning that further action may be taken if the issue has not been resolved within the timeframe in the notice;
 - b. Verbal warning to educate and mitigate the violator from continuing the breach of legislation;
 - c. Charges if the Enforcement Officer decides the situation requires punitive measure.
3. If a residence or individual is allegedly in violation of a Summer Village of Ghost Lake bylaw/s and several neighbors 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 below. In addition, the response of the alleged violator shall not be made public or disclosed to the complainant except as outlined below.

CONFIDENTIALITY ISSUES

5. The anonymity and confidentiality given to complainants and alleged violators cannot be assured if an investigation results in court proceedings.
6. When a complaint is made, personal information will be collected under the authority of Section 32 and 33(1)(c) of the Freedom of Information and Protection of Privacy Act, section 642 of the Municipal Government Act or any other applicable legislation. If the Summer Village receives a request to disclose personal information in complaints and responses under the Freedom of Information and Protection of Privacy Act, the Summer Village policy is to refuse disclosure under Section 17 and Section 20(1)(d) of the Act unless consent is obtained from the person who supplied the information. The Summer Village, however is subject to orders issued by the Information and Privacy Commissioner under the Act and will not necessarily appeal an order for disclosure.