

A GUIDE TO THE BYLAW ENFORCEMENT PROCESS

What if I want to complain about a bylaw infraction?

You may want to ensure an issue is subject to an SLRD bylaw by checking our website on the Bylaw Enforcement page, or by reviewing our Bylaw Directory online. Before we can investigate, you must submit a complaint in writing via a **Bylaw Infraction Complaint Form** that requires you to provide the following:

- Your name, civic/Canada Post address, and phone number
- Clearly identify the subject property of the complaint by providing the address, legal description, property identification (PID) number, and/or a location map
- Detailed account of the bylaw infraction or substance of the complaint

How do I submit my complaint form?

To obtain a writeable **Bylaw Infraction Complaint Form** please go to www.slrld.bc.ca select the Bylaw Enforcement tab under Services, or you may call us to have a form mailed/faxed to you. Your completed form can be submitted by email, in person, or by regular mail. It is important for us to have your information on file to give validity to the complaint and to assist our office in effectively dealing with your concerns.

Will I remain anonymous?

If you submit a complaint your personal information is strictly confidential and is not revealed to the subject property owner. Under BC's Freedom of Information & Protection of Privacy Act, the SLRD may be asked to release records.

If releasable, we must sever personal information and content that would reveal the complainant's identity from the records. Complainant's names or identifying information is not released; however, should a bylaw infraction proceed to court application, the contents of our file, including your name, may be part of the court process and you may be called to testify.

Do I need to follow up on my complaint?

Each complaint file is investigated. Should you wish, we can confirm that we received your complaint. Confirmed infractions are dealt with on a case by case basis, by priority, and any breach of the bylaw is dealt with accordingly. The process is involved and may take time and your patience—especially given SLRD geography. If we determine that there is a bylaw violation, we undertake an initial process of seeking voluntary compliance.

If we determine that there is a violation to the regulations of another level of government, we may forward the substance of the matter to them, but not your name.

What happens after I submit my complaint?

Please note that investigation contents and process is confidential.

MEANING: We cannot keep you apprised of the file status or copy you on our correspondence. We may, however, contact you in the course of an investigation for more information or respecting other matters. We may confirm to you that there is no applicable bylaw thus no violation or that a resolution is achieved.

For more information please contact the SLRD at:
Phone: 604-894-6371 / 1-800-298-7753
Email: info@slrd.bc.ca / planning@slrd.bc.ca

