

TOWN OF ARCOLA

BYLAW NO. 2024-03

**A BYLAW TO PROVIDE FOR MAKING GENERAL COMPLAINTS AND GENERAL
BYLAW VIOLATION COMPLAINTS**

The Council for the Town of Arcola in the Province of Saskatchewan enacts as follows:

Short Title

1. This Bylaw may be cited as The Complaints Bylaw.

Purpose

2. The purpose of this Bylaw is to establish the process for making general bylaw violation complaints in the Town of Arcola.

Definitions

3. In this Bylaw:
 - a) "Bylaw Enforcement Officer" means an employee or agent of the Municipality appointed by Council to act as a municipal inspector for the purposes of this Bylaw or in the absence of such an appointee, the Administrator;
 - b) "Municipality" means the Town of Arcola;
 - c) "Council" means the Council of the Town of Arcola.

Bylaw Violation Complaints Procedure:

The infraction of the municipality's bylaws may be noticed and acted upon by the Administrator or municipal designate or they may be brought to the attention of the municipality with a formal complaint from a member of the public.

4. All complaints about Bylaw Violations and suspected Bylaw Violations must be submitted to the Town of Arcola using the Complaint Form (Exhibit A). All parts of the complaint form must be signed and initialed as indicated.

5. All submissions received are confidential. Information will not be shared with the person about whom the complaint is made.

6. Complainants must be willing to share information with the Bylaw Enforcement Officer or to aid the Bylaw Enforcement Officer if necessary.

7. Complainants must be willing to go to court if necessary.

8. All complaints will be treated with respect and thoroughly investigated.

9. If a bylaw violation is found, the Administrator will work with the offender to try and correct the situation. If necessary, fines or further orders may be issued.

10. Because of privacy issues, no updates will be provided to the complainant by the municipality.

Caveats to the General Bylaw Violation Complaint Procedure

11. The Town will not engage in settling or responding to any neighbour disputes unless a violation of a bylaw has occurred and Exhibit A has been completed.

12. If there is no bylaw to govern the behavior being complained about, Exhibit A must not be used.

13. In the event that a bylaw has a complaint procedure contained therein, that specific bylaw shall prevail over this general bylaw.

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14. This bylaw does not cover Code of Ethics complaints or complaints about behavior allegedly contravening the Employee Code of Conduct.
15. Council are forbidden by legislation to act as an employee of the Council and therefore cannot investigate or enforce bylaw infractions.
16. No anonymous complaint will be considered. No verbal complaint will be considered. No complaint given to Council by a complainant will be considered unless it has also been received in writing by office staff in the Town Office.

General Complaints Procedure:

For complaints about issues not governed by bylaw or for general complaints against the municipality or municipal staff:

15. All complaints that are not governed by bylaw and that are against the municipality or municipal personnel must be in the form of a signed letter or email which contains the name, address, and contact information of the complainant, as well as a description of events.
16. Criminal issues should be referred by the complainant to the RCMP.
17. No anonymous complaint will be considered. No verbal complaint will be considered. No complaint given to Council by a complainant will be considered unless it has also been received in writing by office staff in the Town Office.

Coming Into Force

18. This Bylaw shall come into force on the day of its final passing.



First reading: April 9th, 2024
Second reading: April 9th, 2024
Read a third time and adopted
This 9th day of April, 2024


Administrator


Mayor

Administrator



Certified a true copy of
Bylaw No 2024-03 passed on the
9th day of April, 2024


Administrator

A BYLAW TO PROVIDE FOR MAKING GENERAL BYLAW VIOLATION COMPLAINTS AND
MAKING GENERAL COMPLAINTS

Exhibit A: Bylaw Violation Complaint Form

Your full name: _____

Street Address: _____

Phone number: _____

Complaint is about a Violation of Bylaw _____ (the Administrator will help determine the bylaw concerned. If there is no bylaw involved or another bylaw complaint process supersedes this one, this form cannot be used).

Address of Property of Concern: _____

Subject: _____

Details:

Please attach any other proof you have of contravention of the bylaw (such as photos, video etc).
By signing this form, I understand that:

1. Any personal information collected on this form is collected under the authority of Section 24 of *The Local Authority Freedom of Information and Protection Act* (initials:);
2. Any information on this form being used by staff to determine if a Bylaw Violation has occurred will be kept confidential (initials:);
3. Any non-personal information on this form may be used by Council or staff to determine if a Bylaw Violation has occurred (initials:);
4. I may be asked to offer assistance to the Bylaw Enforcement Officer or other officials if requested (initials:);
5. I have agreed to attend Court and testify if the need arises (initials:);
6. Due to privacy concerns, I will receive no updates on the status of the complaint (initials:).

Complainant Signature: _____

Date received in the office: _____

CAO Signature: _____

Date of Next Council Meeting: _____

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