

# Village of Rosemary

## POLICY HANDBOOK

### COMPLAINTS

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The primary purpose of this policy is to provide guidance to Village personnel and councillors about the handling of complaints.

1. The Village will investigate and, if required, take action on complaints regarding privately held lands only if such a complaint is in writing. This would include, but not be limited to, such issues as unsightly premises.
2. The Village will investigate and, if required, take action on complaints regarding animal control only if such complaint is in writing. This would include, but not be limited to, such issues as dogs at large, barking dogs, and dogs without a licence.
3. The Village will investigate and, if required, take action on all other complaints whether they be written or verbal. Verbal complaints will be documented by employees so as to provide a written record of the complaint.
4. Except as outlined in Clauses 1 & 2 of this policy, it is acknowledged that the Village staff will take action on infractions that they encounter in the course of their day-to-day activities.
5. Municipal enforcement complaint form must be filled out by for resident complaints that have escalated to Bylaw Enforcement requests.
6. Anonymous complaints will not be accepted.

During complaints process, all Village employees shall adhere to legislation of the Freedom of Information and Protection of Privacy Act (FOIP Act). Complainants should be aware that certain circumstances may identify them during an investigation.

Updated: March 19, 2024, [C-39/24](#)

Date: September 13, 2007, [C-165/07](#)



**Municipal Enforcement Complaint Form**

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This form represents a request to resolve a Bylaw Enforcement issue. In order for the Municipal Enforcement Officer to proceed with an investigation and follow 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.**

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

**COMPLAINANT INFORMATION**

Name of Complainant: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Civic Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

**VIOLATION INFORMATION**

Location of Offence (Civic Address): \_\_\_\_\_

Property Owner/Tenant (If known): \_\_\_\_\_

Nature of Complaint (How it affects you, how long it's existed, license plate #, etc.): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_(Please use reverse side if needed)

\_\_\_\_\_  
**Complainant's Signature**

**NOTE:** Anonymity will be maintained between the complainant and the alleged offender, except where necessary in a court of law. However, 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. This information may be shared with applicable Village of Rosemary personnel for the purpose of initiating appropriate action relative to this report. The collection of the personal information on this application is authorized and protected under the Freedom of Information and Protection of Privacy Act, section 33. By providing this information you have consented to its use for the above purposes. If you have any questions about the collection and use of this information, you may contact the CAO, Village of Rosemary at 403.378.4246.