



CULTUS LAKE PARK

Administrative Policy

Section:	
Sub-Section:	
Title:	Bylaw Complaint Process

APPROVALS

Approval Date: January 18, 2023	Approved by: Cultus Lake Park Board
Amended:	Approved by:
Amended:	Approved by:
Amended:	Approved by:

1. POLICY STATEMENT

To establish a policy to ensure that the public is provided with a confidential reporting protocol procedure with respect to reporting of complaints and its process for staff for Cultus Lake Park.

2. PROCEDURES

When reporting a bylaw violation within Cultus Lake Park jurisdiction, the following information is required:

In the event of an emergency, please contact 911 or for non-emergency related matters 604-792-4611.

- For bylaw related matters call Bylaw Enforcement at 604-858-5298
- Email bylaw@cultuslake.bc.ca
- Reports can be submitted by downloading Cultus Lake Park Civic App – Cultus Lake Park
- Report an issue by topic
- Please note that by reporting on the app staff may not be able to respond immediately however, will action issues based on priority
- Please remember that if this is not a bylaw related matter, please refer to contacting 911 or the non-emergency line at 604-792-4611

Please provide the following information:

1. Your first and last name
2. Your address
3. Your phone number
4. The address of the violation or concern
5. A brief summary of the problem, as well as any involvement you may have had in resolving the matter

Bylaw Enforcement Officers can be contacted by telephone at 604-858-5298, by email at bylaw@cultuslake.bc.ca. If you reach the voicemail, please leave a detailed message as the officers may be out on patrol. Our officer will respond within 72 hours to general nuisance complaints, although we aim to respond sooner. Health, safety, and environmental impact complaints will be prioritized.

3. CONFIDENTIALITY

We require that you identify yourself when making a complaint to Cultus Lake Park Bylaw Enforcement or related staff. However, the identity of any complainant is confidential unless the complainant has agreed to be identified or unless an order has been made by the Office of the Information and Privacy Commissioner of British Columbia or another lawful order. If you submit an anonymous complaint, Bylaw Enforcement and Bylaw Administrative Services will not act on the information unless there is a potential safety issue.

4. WHEN COMPLAINTS ARE MADE

The complaint is reviewed to determine if it is related to Cultus Lake Park Bylaws. In some cases, the complaint is valid, however, if it relates to a law that is administered by another government agency you will be provided with contact information for the other agency such as the RCMP.

If the complaint is related to a Cultus Lake Park bylaw, the complaint will be followed up by the park's Bylaw Enforcement Officer or park's designate who will start an investigation. Complaints are handled in the order that they are received and based on severity. You should receive a response to your complaint within three (3) business days.

5. HOW WILL THE COMPLAINT BE ENFORCED

It is Bylaw Enforcement's goal to achieve voluntary compliance through public education and by way of bylaw. If it becomes obvious that voluntary compliance is not occurring, the Bylaw Enforcement Officer may either issue tickets/notices or recommend that the Board pursue actions to the leaseholder per the terms of the residential lease.

The park's Bylaw Enforcement Officers work in the community proactively seeking compliance that relates to public safety and in the best interests of all and compliance with the Board's bylaws. Our resources are community driven based on complaints, inquiries, and awareness.

6. WILL MY COMPLAINT BE KEPT CONFIDENTIAL

Complaint-related information will be kept on file. The identity of a complainant is considered confidential and will not be disclosed to anyone with the exceptions of the following circumstances:

- a. If the complaint has been publicly disclosed by the complainant;
- b. If the investigation results in legal proceedings;
- c. If disclosure is required pursuant to the provisions of the *Freedom of Information and Protection of Privacy Act*;
- d. If an order for disclosure is issued by the Information and Privacy Commissioner under the *Freedom of Information and Protection of Privacy Act*;
- e. As otherwise required by law.