

Bylaw Complaints Policy Bylaw

Rural Municipality of Britannia No. 502

BYLAW NO. 21-2024

A BYLAW TO ESTABLISH A BYLAW COMPLAINTS PROCESS

The Council of the Rural Municipality of Britannia No. 502 in the Province of Saskatchewan, enacts as follows:

1. PURPOSE

1.1 The municipality is committed to a consistent and efficient process to respond to bylaw complaints from the public. This policy establishes guidelines and standards in accepting complaints made to the municipality in order to address concerns raised regarding compliance with municipal bylaws and the Stray Animals Act.

2. BYLAW COMPLAINTS POLICY GG-019

2.1 The Rural Municipality of Britannia No. 502 will process complaints in accordance with the Bylaw Complaints Policy GG-019 attached as Attachment "1" to this bylaw.

3. COMING INTO FORCE

3.1 This bylaw comes into force on the day of its third and final reading.



[Redacted Signature]

Reeve

[Redacted Signature]

Chief Administrative Officer

First reading of this Bylaw 28th day of August, 2024.

Second reading of this Bylaw 28th day of August, 2024.

Read a third time and adopted this 28th day of August, A.D. 2024.



Policy Title: Bylaw Complaints

Policy Area: General Government	Effective Date: June 14, 2023
Policy Section: Bylaw Complaints	Updated:
Supersedes Policy: N/A	Approved on: June 14, 2023 Resolution: 319/23 Next Review Date: This policy will be reviewed every three years or earlier if corresponding legislation or bylaws are amended.

Policy Statement: Under the *Municipalities Act*, SS 2005, c. M-36.1, the Rural Municipality of Britannia No. 502 (the R.M.) is responsible for developing and maintaining a safe and viable community. The R.M. believes that residents of the municipality deserve a clean, safe, and healthy place to live and have enacted a number of bylaws to help achieve this. The Municipal Bylaw Enforcement Officers appointed by council investigate reports of violations based on information provided to them by administration and the public. The information provided in the initial complaint to the municipality is of the utmost importance for the investigation process as well as throughout the enforcement process, including legal proceedings, where required.

Purpose: The R.M. is committed to a consistent and efficient process to respond to bylaw complaints from the public. This policy establishes guidelines and standards in accepting complaints made to the municipality in order to address concerns raised regarding compliance with municipal bylaws and the Stray Animals Act.

Definitions:

Bylaw: means a bylaw enacted the Rural Municipality of Britannia No. 502 pursuant to *the Municipalities Act*, including but not limited to sections 5, 6, and 8.

Bylaw Enforcement Officer: means a bylaw enforcement officer, including a bylaw enforcement officer for animal control, appointed by council pursuant to section 373 of *the Municipalities Act*.

CAO (Chief Administrative Officer): means the CAO of the municipality pursuant to section 110 of *the Municipalities Act*.

Complainant: means the person who is dissatisfied and filing the complaint. Anyone who is affected by R.M. bylaws can make a complaint.

Complaint: means an expression of dissatisfaction or concern related to compliance with R.M. bylaws or *the Stray Animal Act*.

Council: means the council of the municipality.

Enforcement: means enforcement of bylaws pursuant to subsection 8(2) of *the Municipalities Act* and to *the Stray Animal Act*.

Enquiry: means a request for information.

Feedback: Input/ suggestion that is neither positive nor negative.

The Local Authority Freedom of Information and Protection of Privacy Act (LAFOIPP): means the Local Authority Freedom of Information and Protection of Privacy Act, SS 1990-91, c L-27.1 as amended.





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Maintenance Request: means a form completed by municipal staff on behalf of an individual, regarding services provided by the operations department and forwarded to the Operations Manager for action or information.

Municipality: means the Rural Municipality of Britannia No. 502.

The Municipalities Act: means the Municipalities Act, SS 2005, c M-36.1 of the Statutes of Saskatchewan as amended.

The Stray Animals Act: means the Stray Animals Act, RSS 1978, c S-60 of the Statutes of Saskatchewan as amended.

Responsibilities:

Council is responsible for enacting this policy and updating it as required.

The CAO is responsible for the following:

- Overseeing and ensuring administration of this policy by municipal administrative staff;
- Communicating this policy with the public and the bylaw enforcement officer;
- Providing council with updates regarding any changes to legislation that may affect this policy; and
- Ensuring the information collected on Schedule "A" the Bylaw Complaint Form is handled in a manner compliant with *LAFOIPP*.

Policy:

1) General

- (1) Sections 5 and 6 of *the Municipalities Act* authorize a municipal council to exercise their power through the passing of bylaws to govern the municipality and to respond to present and future issues.
- (2) Division 4 of *the Municipalities Act* provides guidance for enforcement of municipal bylaws.
- (3) The Stray Animals Act gives the municipal administrator or CAO and council authority to pass bylaws and restrain and impound stray animals.

2) Types of Complaints

- (1) This policy applies to complaints that are received from members of the general public related to compliance with municipal bylaws and the Stray Animals Act.
- (2) This policy does not address
 - (a) General enquiries;
 - (b) Maintenance requests/ requests for service;
 - (c) Feedback;
 - (d) Internal employee complaints; and
 - (e) Matters handled by outside boards or agencies (such as complaints of criminal activity).

3) Procedure

- (1) The R.M. of Britannia No. 502 does not accept verbal or anonymous bylaw complaints.
 - (a) A complaint must be in writing and filed by hand delivery, mail, fax, or email. It shall include the following components (*required* information):
 - (i) Contact details including name, phone number, land location, mailing address of the complainant;
 - (ii) Nature of the complaint;



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- (iii) Details of the complaint including location, person(s) involved, date and time of event triggering complaint, any relevant attachments; and
 - (iv) Complainant signature and date submitted.
 - (b) All written complaints must be submitted on the Schedule "A" to this policy.
- (2) The municipal employee who receives the complaint will date and sign it and mark it "received."
 - (a) For complaints related to dogs, the complaint form may be forwarded to the Bylaw Enforcement Officer for Animal Control.
 - (i) The Bylaw Enforcement Officer for Animal Control may contact the complainant further for more information or clarification if needed.
 - (b) For complaints related to all other matters, the complaint form shall be forwarded to the CAO for further action.
 - (i) Further action may include:
 - a. contacting the complainant for more information;
 - b. any actions or communications which in the opinion of the CAO may lead to a resolution of the complaint or compliance with the bylaw;
 - c. forwarding the complaint on to the Bylaw Enforcement Officer for further action; or
 - d. forwarding the complaint on to any other ministry or agency (including the RCMP) where deemed appropriate.
- (3) All complaint forms received shall be filed by municipal staff in the municipal files, according to the year it was received.
- (4) Action related by bylaw enforcement after a complaint has been received and verified will be as per the applicable bylaw or Act.

4) Privacy

- (1) The personal information required on the form is collected under the authority of Section 24 of the Local Authority Freedom on Information and Protection of Privacy Act (LAFOIPP). Any personal information collected by the municipality will be managed in accordance with LAFOIPP.
 - (a) The municipality will not share the complainant's personal information with the subject of the complaint;
 - (b) Due to privacy considerations, details of actions taken to resolve the complaint cannot be shared with the complainant.

5) Other Bylaws and Items Beyond Municipal Authority

- (1) The R.M. of Britannia will not knowingly receive complaints of criminal activities.
 - (a) All concerns regarding incidents and actions that are addressed by the Canadian Criminal Code are to be reported to the RCMP by the complainant.
- (2) Where complaint is received on a matter that is not addressed by municipal bylaw and does not appear to be criminal but maybe in contravention of any provincial or federal act, the complainant shall be informed, and the Schedule "A" received from the complainant shall be forwarded to the appropriate ministry as determined by the CAO or their designate.

6) Attachments to this Policy:

- Schedule "A" Complaint Form
- Schedule "B" Sample of Bylaws Covered Policy GG-019



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Schedule "A" Bylaw Complaint Form

All fields on this form are required to be filled out (including at least one phone number and at least one concern). Anonymous submissions will not be accepted. All submissions received are maintained as confidential. The Rural Municipality of Britannia No. 502 will not share your personal information with the property owner/ individual(s) you are making the complaint against. Due to privacy considerations, details of enforcement actions will not be provided to you.

Complainant Contact Information

Name: _____ Phone Number: _____

Mailing Address: _____

Address or Legal Land Description: _____

Complaint

Owner of Property (if known): _____ Phone Number (if known): _____

Area/ Address of Concern or Event: _____

Nature of Complaint

Vehicle Traffic/ Road Damage
Development or Building
Dog(s) at large

Dumping/ Littering
Fires/ Burning
Livestock at Large

Noise
Unsightly Property
Other

Details of Complaint:

(If more space is required, please attach additional pages)

Complainant Signature: _____ Date _____

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Name: _____ Signature: _____

Date Received: _____

The personal information required in this form is collected under the authority of Section 24 of the Local Authority Freedom of Information and Protection of Privacy Act (the "Act"). Any personal information collected by the Rural Municipality of Britannia No. 502 will be managed in accordance with the Act.





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Schedule "B" Sample of Bylaws Covered Policy GG-019

Nature of Complaint	Bylaw	Act
Commercial Vehicle Traffic/ Road Damage	04-2023 Road Maintenance Agreement Bylaw	
Development or Building	24-2021 Zoning Bylaw	
Dogs at large	05-2022 A Bylaw to Prohibit Animals Running at Large	
Dumping/ Littering	16-2018 Being a Bylaw to provide for the abatement of nuisances, 32-2017 Bylaw to prohibit littering within the bounds of the RM of Britannia No. 502	
Fires/ Burning	10-2018 Being a Bylaw to provide for fire prevention, management and control within the Rural Municipality	
Livestock at Large	10-2019 Being a Bylaw of the municipality respecting animals running at large	Stray Animals Act
Noise	09-2019 Being a Bylaw to regulate noises it pertains to the peace and safety of the municipality	
Unsightly Property	16-2018 Being a Bylaw to provide for the abatement of nuisances, 24-2021 Zoning Bylaw	
Other		

