

**TOWN OF CLARESHOLM  
REGULATORY & PROPERTY  
SERVICES DEPARTMENT**

P.O. BOX 1000  
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CLARESHOLM, AB T0L 0T0



**The Complaint process is:**

- **A mechanism used by the Town of Claresholm to investigate alleged Municipal bylaw violations.**
- **A vital communication linkage between the Public and Town Administration.**
- **A method to assist in the education of the enforcement methods for the General Public.**
- **A tool that Administration uses to track the types and locations of violations.**
- **An important method to establish the scale and trends of violations.**
- **Assistance that Council can use when developing (and revising) policy and bylaws.**

The complaint process allows the Public to make Town Administration aware of issues affecting the community. If concerns are not communicated the Town of Claresholm (Council & Administration) cannot take corrective action. The following is a brief description of the process that the Town uses when a complaint is received. ***In most cases the Regulatory & Property Services Department will be successful in obtaining voluntary compliance without resorting to legal proceedings.*** Sometimes a simple reminder is all that is needed to remedy the matter. The length of time involved in the investigation, substantiation and resolution process can vary greatly before correction of the violation is achieved. Problems relating to violations (under certain sections of specific Bylaws) such as untidy yards, trash and debris in your neighbourhood, abandoned/derelict vehicles, presence of weeds, tall vegetation, obstructed sidewalks, obscured traffic signs, snow removal, and many other situations are all investigated and processed in a similar manner. Upon receiving a complaint, the Regulatory & Property Services Department will respond to the reported location of the violation(s) to verify, identify and document the existence of the alleged violation(s). If a violation exists, the investigation begins with identifying the ownership of the property. The Regulatory & Property Services Department may attempt to speak with the owner in person (and/or occupant) or by telephone and make a verbal request for compliance. If verbal communication is inconvenient, not possible or unnecessary the Officer has several methods at their disposal to attempt to achieve compliance. Various combinations of these methods may be employed.

The Officer may issue a Violation Notice advising the owner and/or occupant of the violation and request voluntary compliance within a specific number of days. An Order demanding compliance under sections 545 or 546 of the MGA (Municipal Government Act) may be issued to the property owner and/or occupant giving that person a specific number of days to remedy the violation as required by the Municipal Government Act. Depending upon the type of violation and the corresponding bylaw, the Officer may deem that a person who fails to comply may be guilty of an

offence under the specific Bylaw and issue a Municipal violation tag (this is a municipal fine). In addition, If the Peace Officer believes on reasonable and probable grounds that an offence has been committed, a summons under the Provincial Offences Procedures Act may be issued by means of a violation ticket in respect of an alleged violation and any specified penalties will be payable upon conviction in a Provincial Court. Depending upon the type of violation and the corresponding bylaw the Municipality may pursue the cleanup and/or cutting of the property, where costs and expenses incurred by the Town will be recovered in accordance with the Municipal Government Act.

The timeframe to achieve compliance could take as little as just a number days or as much as a number of months. Subject to provisions of a specific bylaw or in accordance with provisions in the Municipal Government Act a person receiving a written order/violation notice may appeal that order to Council (or their designate) within a specified period of time that generally does not exceed 14 days. If an appeal is heard and the original enforcement action is upheld, there are situations where the appellant may wish to appeal to the Court of Queen's Bench. Timeframes for the provincially legislated appeal process could take a number of months to run its course and is largely out of the control of the Municipality. In addition, legal proceedings and extenuating circumstances could extend the timeframe for compliance.

Although it may look like nothing is being done or no visible action is taking place a lot is happening behind the scenes. All written complaints are treated equally; multiple complaints of the same alleged violation submitted by the same person(s) will not decrease the timeframe for enforcement. Communication and follow up are key components to having a satisfactory resolution to any violation. If you have any questions on the complaint process, please contact the Regulatory & Property Services Department @ 403.625.3381.

### **Good Neighbour Initiative**

***The Town of Clareholm endorses the Good Neighbour Initiative in an effort to continue to develop, provide and enhance the positive elements sustaining the community's vibrant and socially diverse local culture and community wellness.***

***What does it mean to be a good neighbour?***

- ***Accountability; Being accountable for the appearance/use of your property and demonstrating integrity by resolving issues in an efficient manner.***
- ***Communication; the Town maintains that issues between neighbours is best resolved with communication between the parties. Polite and proper conveyance of concerns and being attentive to what others are saying will accomplish a positive outcome.***
- ***Working Collaboratively; within your neighbourhood and the community as a whole. Many organizations looking for volunteers.***

**TOWN OF CLARESHOLM**

**MUNICIPAL ENFORCEMENT COMPLAINT FORM**



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

Time: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_

.....

Name of Subject: \_\_\_\_\_

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

Phone #: \_\_\_\_\_

.....

Nature of Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ACTION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

COMPLETION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Complainants Signature**

**Complaint Taken By:**

*Please Note: Any person who makes a complaint where charges must be laid or a Non Guilty Plea has been made will be summoned to appear in Alberta Provincial Court.  
Office use only*

File Number: \_\_\_\_\_ File Entered: Y / N Supervisor Notified: Y / N



# Barking Dog Complaint Form

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

Address of Complainant: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

Name of Dog Owner: \_\_\_\_\_ Address of Dog Owner: \_\_\_\_\_

Name of Dog(s): \_\_\_\_\_ Description of Dog(s): \_\_\_\_\_

## ***I Agree:***

1. To give full information to the Community Peace Officer / Municipal Enforcement Officer as to this matter, and
2. To appear in Court if required and give evidence as a witness to the truth of this complaint.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### **Directions for completing the attached Barking Complaint Record Forms**

**Note: forms must be completed for a period of 7 consecutive days**

Step 1 Enter the date when barking occurred (Column A)

Step 2 Enter the time when barking commenced (Column B)

Step 3 Enter the time that barking ceased (Column C)

Step 4 Enter **type** of bark (Column D):

1. Howl
2. Whine/cry
3. Bark - intermittent (4-5 x 1 minute)
4. Barking - repetitive (more than 10 x 1 minute)

Step 5 Forms **must** be completed for a period of **7 consecutive days**

Step 6 Please sign the form **before** returning it to CPO/MEO

#### OFFICE USE ONLY

Reference Number \_\_\_\_\_ Previous Warning \_\_\_\_\_

Disposition \_\_\_\_\_ Tag Number \_\_\_\_\_



