

Bylaw Enforcement FAQ Sheet

Although Bylaw Enforcement works primarily on a reactive, complaint-driven, basis, periodically streets, parks and trails will be patrolled, opportunities for education seized and when appropriate, bylaw notice tickets may be issued. One of the main focuses of proactive enforcement will be public health and safety related. The Town does not have the resources to formally review the land within the Town limits on a regular basis in order to determine whether or not its various bylaws are being complied with at all times; therefore, the Town will rely on citizens' complaints as the main mechanism to trigger enforcement.

What if I want to make a complaint about a bylaw infraction?

You may want to ensure the issue is subject to a Town of Golden Bylaw by checking the Bylaw Enforcement page on our website or by viewing our bylaw directory online. We will accept a complaint in writing, in person, online or by phone, but before we can investigate, you must submit:

- a complaint with your name, phone number or email address, civic and mailing address.
- clearly identify the subject property of the complaint by providing address or location description; and
- detailed account of the bylaw infraction or substance of the complaint.

Will I remain anonymous?

If you submit a complaint, your personal information is strictly confidential and is not revealed to the subject/property owner. Under BC's Freedom of Information & Protection of Privacy Act, the Town of Golden may be asked to release records.

If releasable, we must sever personal information and content that would reveal the complainant's from the records.

Complainant's names or identifying information is not released, however, should a bylaw infraction proceed to court, the contents of our files, including your name, may be part of the court process and you may be called to testify.

If you have questions please contact:
Graeme Murphy
Bylaw Enforcement Officer

What happens after I submit my complaint?

Please note that investigation contents and process is confidential, meaning we cannot keep you apprised of the file status or copy you on our correspondence. We may, however, contact you in the course of an investigation for more information or respecting other matters. We may confirm to you that there is no applicable bylaw thus no violation or that a resolution is achieved.

Should you wish, we can confirm that we received your complaint. Confirmed infractions are dealt with on a case-by-case basis, by priority and any breach of the bylaw is dealt with accordingly. The process is involved and may take time and your patience. If we determine that there is a bylaw violation, we undertake an initial process of seeking voluntary compliance which may include a reasonable window to comply. Some bylaw complaints may be determined to be made in bad faith or retaliatory, and will not be actioned. Also, some bylaw infractions may be deferred for strategic reasons.

How do I submit my complaint form?

To obtain a writeable Bylaw Offence Form, go to www.golden.ca, and select Bylaw Enforcement under the Development Services tab; or you may stop by Town Hall to pick up a form. Your completed form can be submitted by email, in person or by regular post. It is important for us to have your information on file to give validity to the complaint and to assist our Bylaw Officer in effectively dealing with your concerns.

250-344-2271 ext.234
Fax 250-344-6577
E-mail: bylaw@golden.ca

