

FILING A COMPLAINT

Complaints regarding septic systems should be made to the Chief Building Official. The person making the complaint is required to provide their name, address and a contact phone number. **Anonymous complaints are not accepted** as the person investigating the complaint may require additional information.

1. Complaint can be made in person at the Township office; voice mail, email or a letter outlining the following:
 - Civic Address (ex. 1234 Homel Drive.) being complained about
 - Name of property owner/responsible person
 - Nature of the complaint (odours, ponding sewage, location, dates).
Provide as much information as possible. .

2. Response time is 3-5 business days.