



Policy

Section: 5.0 General

Policy: Clean & Clear Yards and Property Standards Complaints

By-Law: Clean & Clear Yards and Property Standards By-law

Date: 15 May 2023

Revision: N/A

Coverage:

This policy will ensure that there is a process that provides for a written submission for Clean & Clear Yards and Property Standard complaints. This process will allow for a written history of the complaint to be on file in the property file for future reference and it will initiate the Municipal By-Law Enforcement Officer to act upon it.

Policy Statement:

This policy is applicable to the Clean & Clear Yards and Property Standards By-law enforced by the Municipal By-Law Enforcement Officer.

The Township of Huron-Kinloss will deal with all complaints promptly, courteously, impartially, and professionally. All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal.

All complaints will be dealt with in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and any other applicable legislation. The identity of the complainant will be made known only to those who need to know to consider the complaint. All participants in the complaints process shall keep the details of the complaint confidential, except as may be required by law.

What is a complaint?

A complaint is any expression of dissatisfaction regarding violations of the Clean & Clear By-law or Property Standards By-law in the Township of Huron-Kinloss.

A complaint is not, and this policy does not apply to:

- Anonymous complaints
- Frivolous and Vexatious Complaint
- Complaints on situations that are hypothetical, or have yet to occur

How can a complaint be submitted?

Complaints must be submitted in writing and can be sent by:

- Mail
- Email
- Fax
- In person
- Clean & Clear Yards/Property Standards Complaint form on the Township of Huron-Kinloss website (www.huronknloss.com) Schedule 'A'
- Click Fix Online Portal

The Township of Huron-Kinloss does not accept complaints through Twitter, Facebook, or any other social media platform.

The following information must be provided:

1. Date;
2. Complainant name;
3. Complainant address, contact information either through mail, email. Click Fx Portal or phone; and
4. Details of complaint.

Service Standards

- Written complaints received by the Township of Huron-Kinloss will be processed through the normal mail channels of the office. The correspondence will be directed to the Municipal By-Law Enforcement Officer.
- Upon receipt of the written complaint the Officer shall acknowledge the receipt of the complaint by telephone/e-mail or fax in a timely manner.
- The Officer shall adhere to the *Building Code Act, 1992, S.O. 1992, c.23*. Section 15.1 to 15.8 Property Standards when dealing with a complaint regarding Property Standards.
- It shall be understood that a complainant or accused cannot seek a remedy by calling a Council member(s). If this occurs the Council member shall direct the complainant to this policy and procedure.

The Building Department is authorized to make minor adjustments to the Clean & Clear Yards / Property Standards Complaint Form attached here to as Schedule "A" forming part of this policy."

Legislative Authority:

Municipal Act, 2001, S.O. 2001

Municipal Freedom of Information and Protection of Privacy Act

Contents:

Definitions

“Frivolous and Vexatious Complaint” - a complaint submitted with the appearance of ill will or the intention of malice towards another person and may include retaliatory complaints and civil disputes. A Frivolous and Vexatious Complaint may also be identified by a complaint that is part of a pattern of conduct by the complainant that amounts to an abuse of the complaints process. Such a pattern occurs when on three (3) or more occasions a complaint comes forward on a matter a Municipal Law Enforcement Officer has already dealt with. The Manager of Building and Planning Services/CBO will determine if a complaint is a Frivolous and Vexatious Complaint.