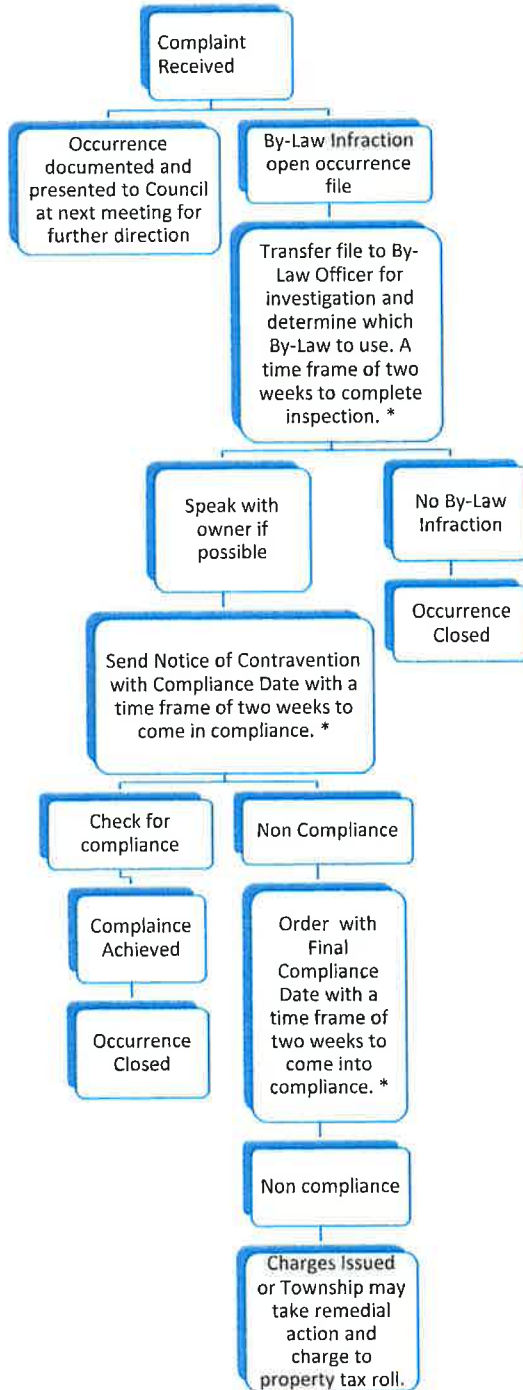


Township of Hilton

By-law Complaint Procedure:

1. All by-law complaints from the public, staff and members of Council shall be made in writing by the complainant on the prescribed form. The complaint form is a standardized form that must be complete and contain particulars of the alleged breach and be signed by the complainant. These complaint forms are available on the Townships website, by mail or can be picked up and filled in at the office.
2. Complaints are to be acted upon as quickly and responsibly as possible. Complaints are required in writing to alleviate frivolous complaints where one neighbour is feuding with another. The requiring of the signature protects the Township from being accused of discriminating against a citizen. Personal information including the complaint’s name shall be kept confidential, however, if the matter goes to court, the complainant could be called to testify and give evidence to substantiate the Townships position.
3. Reactive Complaint Flow-Chart:



*Please note

Time frames mentioned above may vary due to the following:

- Time of year and seasonal weather conditions.
- Type of occurrence i.e. health and safety issue, small infraction etc.
- If there are unusual circumstances i.e. sickness, death in the family etc.
- Please note the Township makes every effort to gain voluntary compliance by working with the property owner, which may vary the time frames mentioned in the flow chart.



GENERAL COMPLAINT FORM

Date: _____

Your Name: _____

Address: _____

Phone : _____

Email Address: _____

Please outline your complaint/issue/concern, including relevant dates, times, location and background information that might include municipal employees you have contacted to resolve the complaint, witnesses to the incident, photographs, etc.

Please explain the desired outcome to improve or resolve the situation.

Signature: _____

Thank you for taking the time to express your concern(s).

We will provide a response within thirty (30) days of receiving your complaint.

If you have any questions about this process, please contact the Clerk at:
705-246-2472 or admin@hiltontownship.ca

Personal information contained on this form is collected pursuant to
Freedom of Information and Protection of Privacy legislation and will be used
for the purpose of complaint investigation and resolution.



OFFICE USE ONLY:

Complaint #: _____

Received by: _____

Date: _____

Forwarded to: _____

Date: _____

Acknowledgement Letter/email sent:

Date: _____

Additional Correspondence: _____

Inspection Date: _____

Conditions Found:

Actions Taken:

Letter of Violation Sent: _____

Compliance Achieved Date: _____

Comments:
