

Bylaw Enforcement FAQ Sheet

The Town of Golden cannot take enforcement action with respect to every contravention of a bylaw that may occur within its jurisdiction. The Town will use discretion on a case-by-case basis to evaluate contraventions, and take reasonable steps to investigate contraventions in accordance with the Bylaw Enforcement policy and operational guidelines of the Town.

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, via our online form 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
- A detailed account of the bylaw infraction or substance of the complaint.

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. Bylaw enforcement initiatives/actions will be determined by available capacity and resources. In determining whether to commence enforcement proceedings, the Town may consider one or more of the following criteria:

- a) The scale, nature, and duration of the contravention;
- b) The amount of time that has lapsed since the contravention occurred;
- c) The impact of the contravention on the community;
- d) The resources available to resolve the matter;
- e) The costs associated with enforcement action;
- f) The probability of a successful outcome;
- g) The policy implications of the enforcement action and the potential for precedents;
- h) Whether public safety is at risk;
- i) Whether enforcement may be a deterrent in future cases.

How do I submit my complaint form?

To learn more and obtain a writeable Bylaw Offence Form, go to www.golden.ca, and select Bylaw Enforcement under the Legislative Services department page; 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.