



BY LAW ENFORCEMENT COMPLAINT PROCEDURE

Step 1: Complaint

By-law complaints can be registered at the town hall by filling out a complaint form or by submitting a written letter outlining the complaint to "Township of Horton Attn: By-law Enforcement Services 2253 Johnston Rd. RR 5 Renfrew,

On. K7V 3Z8.

Complaint may also be registered On Line or by sending an e-mail detailing the complaint to mles@netscape.ca

Upon receipt of the complaint, the By-law Enforcement Officer will conduct a preliminary inspection to confirm the violation.

- If the violation is not substantiated, the complainant is advised that no action will be taken.
- If the violation is substantiated, then will proceed to Step 2.
- Should the magnitude or urgency of the remedial action warrants, and then will proceed directly to Step 3.

Step 2: Voluntary Compliance

The BEO will initiate contact with the alleged violator and make the violator aware of the infraction and provide an opportunity to cooperate voluntarily by complying with the action plan developed by the BEO;

- Time frame provided varies depending on the nature of violation and amount of work required to achieve compliance.
- There is periodic monitoring of situation leading up to the compliance date.
- If positive action is being taken, the monitoring continues without intervention.
- If no positive action is observed, then will proceed to Step 3.

Step 3: Warning

Should positive action to correct the violation not take place, the BEO will issue a written WARNING mandating corrective action which is detailed and a time frame for compliance.

- The time frame would vary pending the nature of the violation: consideration must be given to a Time frame that would be deemed reasonable to carry out the remedial action.
- If there is no compliance to the written Order, than the next step is taken.

Step 4 Infraction Notice / Order to Comply

Should the Warning, under Step 2, be ignored or not complied with the BEO will initiate corrective action. Corrective action could include, but is not limited to, civil litigation, a Charge under the by-law resulting in a court appearance and upon conviction a fine or remedial action as specified, being taken by the municipality and a lien for costs plus 25% being assessed against the property.

- It should be noted that the timeframe is at the BEO's discretion.