

District of Lillooet

Policy No. CP-01

Complaint / Concern Processing

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All complaints/concerns must be submitted in writing prior to the District taking any action. The only exception will be if there are concerns to public health and safety that present an imminent danger.

Information received will be kept confidential, but is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

All complaints/concerns will be logged in through the correspondence system as confidential information, recorded on a master list and forwarded to the appropriate person for action.

The complainant will be notified in writing confirming receipt of the complaint and advising of the department and the name of the person who it has been referred to.

All bylaw complaints will be referred to the Bylaw Enforcement Officer who will respond to the complaint in the manner outlined in the Bylaw Enforcement Policy.

Anonymous complaints will not be acted upon except in cases of serious danger to the public. If a complainant refuses to provide a name or address, the complainant is to be advised that the complaint will not be processed. In cases of doubtful identity, the complainant shall be contacted prior to initiating any action to verify the complaint.



DISTRICT OF LILLOOET COMPLAINT REGISTRATION FORM

Person Filing Complaint: _____ (File No. _____)

Full Name: _____

Address & Po Box _____

Telephone: _____ Date: _____

Signature: _____

The following information was supplied in confidence.

Nature of Complaint

Provide all details, including general description of complaint, location, address, person involved, time and date of incident, etc.

This information is kept confidential, but is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

Forwarded to: _____ Date: _____