

# THE CORPORATION OF THE MUNICIPALITY OF KINCARDINE

## P O L I C Y

**POLICY NO.:** PP.2.1  
**SECTION:** PUBLIC PROTECTION – BY-LAW  
**TITLE/SUBJECT:** CLEAN & CLEAR YARDS AND  
PROPERTY STANDARDS COMPLAINTS  
**ADOPTED DATE:** October 7, 2019 (Resolution #10/07/19 – 14)  
**REVISION DATE:**

### **Purpose:**

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 Compliance Officer/Property Standards Officer (Officer) to act upon it.

### **Policy:**

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

The Municipality of Kincardine 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 in order 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 in regard to violations of the Clean & Clear By-law or Property Standards By-law in the Municipality of Kincardine.

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

- Anonymous complaints
- Vexatious complaints

### **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 Municipality of Kincardine website ([www.kincardine.ca](http://www.kincardine.ca)) Schedule 'A'

The Municipality of Kincardine 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 or phone;
4. Details of complaint.

### **Service Standards**

- Written complaints received by the Municipality of Kincardine will be processed through the normal mail channels to the Clerk's Department. The correspondence will be logged and directed to the Building and Planning Department.
- Upon receipt of the written complaint the Officer shall acknowledge the receipt of the complaint by telephone/e-mail or fax within 2 working days.
- In the event the complaint requires extensive consultation/investigation the Officer shall respond to the individual as noted above to inform the citizen of the specific requirements for the request.
- 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.

Minor clarifications to this policy's intent and workings shall be subject to the interpretation of the Director of Building and Planning of the Municipality of Kincardine. The Building Department is authorized to make minor adjustments to the Clean & Clear Yards / Property Standards Complaint Form attached hereto as Schedule "A" forming part of this policy."

Schedule A



1475 Concession 5, R.R #5  
Kincardine ON N2Z 2X6  
Phone: (519) 396-2287  
Email: bylaw@kincardine.ca

**Clean & Clear Yards / Property Standards Complaint Form**

**Instructions:**

In order to file a Clean & Clear Yards or Property Standards complaint with the Municipality of Kincardine the following information must be submitted in writing by email, letter, or in person. The Municipality of Kincardine is committed to ensuring all complaints are dealt with promptly, courteously, impartially and professionally.

**Name of Complainant:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**Location of Violation:** \_\_\_\_\_  
(Civic address)

**Please check off area of complaint:**  Clean & Clear Yards  Property Standards  
**If this is submitted by a tenant, please attach the document notifying the landlord of the concerns.**

**Other (Brief Description):** \_\_\_\_\_

**Please provide specific details of your complaint:**

---



---



---



---



---



---



---

**Attach additional paper or pictures if needed.**

The identity of the complainant will be made known only to those who need to know in order 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.

Personal information is collected under the authority of the *Municipal Act* for the purpose of creating a record to be used for resolving complaints. Questions about the collection of the personal information may be addressed to the Clerk of the Municipality of Kincardine, 1475 Concession 5, R.R. 5, Kincardine, Ontario N2Z 2X6. 519-396-3468 ext.7112.

**Signature:** \_\_\_\_\_

**Date Submitted:** \_\_\_\_\_