Township of Johnson

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 in order 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.

Resolution # 2015-403 Date: November 18, 2015