

## Bylaw Compliance Process

### Complaint Received

**The complainant must provide the following:**

- Their name, address and contact information
- A description of the alleged bylaw violation
- The location of the alleged bylaw violation
- The impact and steps made to resolve the issue

### Prioritization

**We prioritize complaints as per the following:**

- Health, safety and security of the public
- Damage to the environment
- Impact of the violation on the community
- Resources available

### Primary Objective

**We focus on voluntary bylaw compliance through:**

- Education
- Guidance
- Verbal direction
- Warnings
- Formal letters

### Bylaw Officer

**Our escalating enforcement options:**

- Written orders
- Issue bylaw notices
- Compliance agreements
- Payment Hearings
- Legal letters
- Long-form information

### Legal Action

**RDN Board Authorization:**

- Notice on Title
- Direct enforcement
- Remedial action requirements
- Consent Order
- Application to a judge
- Civil injunction