



# Enforcement Services Investigation Policy

PREPARED BY:	Enforcement Services	COUNCIL APPROVAL DATE:	
EFFECTIVE DATE:			
REFERENCES:	Enforcement Services Investigation Procedures C-PE13-P1	PREVIOUS REVISION	NEW
FUNCTION:	Enforcement	LS REVIEW DATE:	March 14, 2019

## PURPOSE

The purpose of this policy is to provide management of complaints received by Enforcement Services that allege a Bylaw, Provincial Act or Regulation violation and to guide the subsequent investigation.

## POLICY STATEMENT

Residents of Parkland County or the general public may report a Bylaw, Provincial Act or Regulation violation to Parkland County Enforcement Services with the intent to initiate an investigation by a Parkland County Peace Officer. Parkland County values the safety and quality of life of its residents and will ensure that all complaints are managed in a professional and consistent manner.

## SCOPE

This policy applies to Parkland County Enforcement Services and all residents of Parkland County and the general public.

## RESPONSIBILITIES

The Director, Enforcement Services is responsible for the implementation, monitoring and evaluation of this policy.

## STANDARDS

Complaints concerning potential violations to a Bylaw, Provincial Act or Regulation are reported by residents or the public for investigative action. Parkland County Enforcement Services, with the support and direction from senior administration, will conduct all investigations using the following guidelines.

### 1. Anonymous Complaints

Anonymous calls will be documented, but no formal action will be taken unless the complaint involves an immediate threat to health or safety, or damage to property.

### 2. General Complaints

General complaints are where the Complainant's information and all details relative to the alleged violation have been provided, will be investigated by an Officer using the processes identified in Enforcement Investigation Procedure C-PE13-P1 under Action Steps.

### 3. Vexatious Complaints

Where multiple complaints are received from a single person, or where a single person continuously submits the same type of complaint on an ongoing basis, an Officer will conduct an investigation and determine the appropriate level of response. The level of response may include a decision to act on some or all of the complaints, not to act on some or all of the complaints, or to assign priority to some or all of the complaints. If a decision not to act is reached, this will be conveyed to the Complainant and the Subject of Complaint in writing. This information will then be shared with the Chief Administrative Officer.