

## FOR MORE INFORMATION

The CVRD has a policy that balances accountability and confidentiality among the various parties to the bylaw enforcement process. The Bylaw Compliance and Enforcement Policy may be viewed on the CVRD website through the Bylaw Enforcement portal under How to Make a Bylaw Enforcement Complaint. Visit the CVRD's website at <https://www.cvrld.ca/>

Also available on the Bylaw Enforcement website are Frequently Asked Questions (FAQ'S), frequently requested regulatory bylaws and information and tips on how to talk to your neighbours amongst other detailed information associated with the enforcement process.

Scan to Learn More!



## COWICHAN VALLEY REGIONAL DISTRICT

Building Inspection and  
Bylaw Enforcement Division  
175 Ingram Street, Duncan, BC V9L 1N8  
Phone: 250-746-2655

Contact Us  
Monday to Friday  
8:00 a.m. – 4:30 p.m.  
Excluding Statutory Holidays  
✉ [enforcement@cvrd.bc.ca](mailto:enforcement@cvrd.bc.ca)  
🌐 <https://www.cvrld.ca/>

Matters of an urgent nature outside of normal office hours should be referred to your local RCMP detachment non-emergency line.

## BYLAW INQUIRY OR COMPLAINT

For a bylaw enforcement query or complaint, please contact us by any of the following methods:

- ☎ 250-746-2655
- ✉ [enforcement@cvrd.bc.ca](mailto:enforcement@cvrd.bc.ca)
- 🌐 Online Bylaw Complaint Form: visit the Bylaw Complaints webpage at [cvrd.ca](http://cvrd.ca).
- 👤 In person

For a park query or complaint please contact  
Parks at:

- ☎ 250-746-2660
- ✉ [parks@cvrd.bc.ca](mailto:parks@cvrd.bc.ca)

For a dog control query or complaint:

- ☎ 250-748-3395
- ✉ [cacs@telus.net](mailto:cacs@telus.net)



# BYLAW ENFORCEMENT GUIDE



## BYLAW ENFORCEMENT OVERVIEW

Bylaw Enforcement Officers (BEO's) are part of the Land Use Services Department and are responsible for bylaw enforcement within the CVRD.

Bylaw enforcement ensures compliance with CVRD regulations. It involves a range of actions, from education and voluntary compliance to formal enforcement measures, with the primary goal of promoting community well-being.

BEO's are responsible for investigating complaints, educating the public, and taking enforcement actions when necessary, often starting with warnings or tickets, and progressing to more formal legal proceedings if needed.

BEO's enforce various bylaws such as zoning, noise, unsightly properties, soil depositing and backyard burning. The CVRD Parks Ranger enforces the parks bylaw. Dog control issues are addressed by Coastal Animal Control Services of BC.



## COMMENCING INVESTIGATIONS

All complaints will be considered and investigations files will be opened when deemed appropriate. Complainants must be willing to provide basic contact information such as your name, address and phone number. When considering the complaint, the CVRD reserves the right not to respond to anonymous complaints or complaints that do not directly impact the complainant nor the community.

### **The BEO may take into consideration;**

- The nature of the complaint;
- The impact of the violation on the community;
- The impact of the violation on the complainant; and
- Public safety and the urgency required.

### **Anonymous Complaints**

We prioritize the confidentiality of complaints, but we also need to gather sufficient information and potentially follow up with a complainant if needed. It is important for us to have your information on file to give validity to the complaint and assist our Officer in effectively dealing with your concerns. Anonymous complaints can sometimes be used for malicious purposes or to harass individuals.



## PRIORITIES

Bylaw complaints are prioritized as follows:

- Where there are health and safety concerns.
- Where there may be adverse environmental impacts; and
- Contraventions of other bylaws.

## CONFIDENTIALITY

If you submit a complaint your personal information is confidential and is not revealed to the subject of the complaint. Under BC's Freedom of Information and Protection of Privacy Act (FIPPA), the CVRD may be asked to release records. If releasable, we must redact personal information and content that would reveal the complainant's identity from the records. Complainants' names or identifying information is not released; however, should a bylaw infraction proceed to court application, the contents of our file, including your name, may be a part of the court process and you may be called to testify.