



THE HORNBY ISLAND TRUSTEE

Islands Trust ALLEN REPORT

Whining and Complaining 101

It is interesting the extraordinary powers many of you think that we trustees have. Like the time, someone asked me to deal with the glaring night lights from the limestone quarry on Texada Island. Or the time that I was to tell an individual to stop burning plastic in their wood stove because the smell was bothering a neighbour.

As elected trustees we *oversee* the Islands Trust bylaw enforcement staff; we *are not* bylaw enforcement officers. Let's say one of you called me up to complain about a bilge pump being too close to your property line. And then you go further by asking me to not only file a complaint for you, but also to tell the offending neighbour to move it. If we trustees take on this role we are precariously overstepping our political boundaries. If the complaint reached the LTC agenda level then we would be in serious conflict. My role as a trustee, if you have a concern, is to simply direct you to make a formal complaint with the proper bylaw enforcement staff. If it concerns Hornby Island land use bylaw issues, contact the Islands Trust (IT) bylaw enforcement team. But how do I?

Option One: IT Online Complaint Form

At the Islands Trust website home page click: HOW DO I? Scroll down and click: Report a bylaw violation. Simply fill out the form. Once it has been successfully sent, you will receive an automatic email reply indicating that "Your Bylaw Enforcement E-mail has been received." If you haven't received this message, then you need to submit again.

Option Two: IT Email

If you would like to submit a complaint directly by email without using the submission form on line, or you would like to provide photographs, send an email through Outlook at the Islands Trust web site.

Option Three: IT Telephone

If you are calling from outside of Victoria, call toll free to Service BC Contact Centre at 1-800-663-7867 and ask to be connected to the

Islands Trust Victoria office: 250-405-5175. In Vancouver call 604-660-2421.

Option Four: IT Mail

Mail your complaint to:
Bylaw Enforcement
Islands Trust
Suite 200-1627 Fort Street
Victoria BC V8R 1H8

In most circumstances, enforcement is only undertaken once a written complaint has been filed. However, if an environmental concern or permitting issue or advertising of an illegal land use is discovered, enforcement may be started without a complaint.

And some complaints involve issues that are beyond a local trust committee's jurisdiction:

Noise, Unightly Premises, or Dog Complaints: Comox Valley Regional District

If you are experiencing any of the above, contact the CVRD Bylaw Compliance Department at 250-334-6000. Or submit a bylaw complaint online. For questions about CVRD bylaws not answered on their website, contact the CVRD Manager of Bylaw Compliance. Telephone 250-334-6000.

Nonconforming/Suspected Unauthorized Use on ALR Land: ALR

If you would like to submit a complaint or report misuse of Agriculture Land Reserve land, then complete and submit the Compliance and Enforcement Land Use Activity Report Form at their website or save the PDF document to your computer and email it to:
ALRLandUseConcern@gov.bc.ca

Complaints to the Liquor & Cannabis Regulation Branch

Complete the Complaint Related to an Establishment or Event form (LCRB127) on the website. Only liquor establishments or special events that have permits issued under the Liquor Control and Licensing Act are under this jurisdiction. If your complaint is in regards to a business or individual that does not have a liquor licence or special event permit, please contact the RCMP. If you are not satisfied with the result of a complaint submitted to the branch, you may file a complaint with the Office of the Ombudsperson.

(Space constraints for cannabis...)