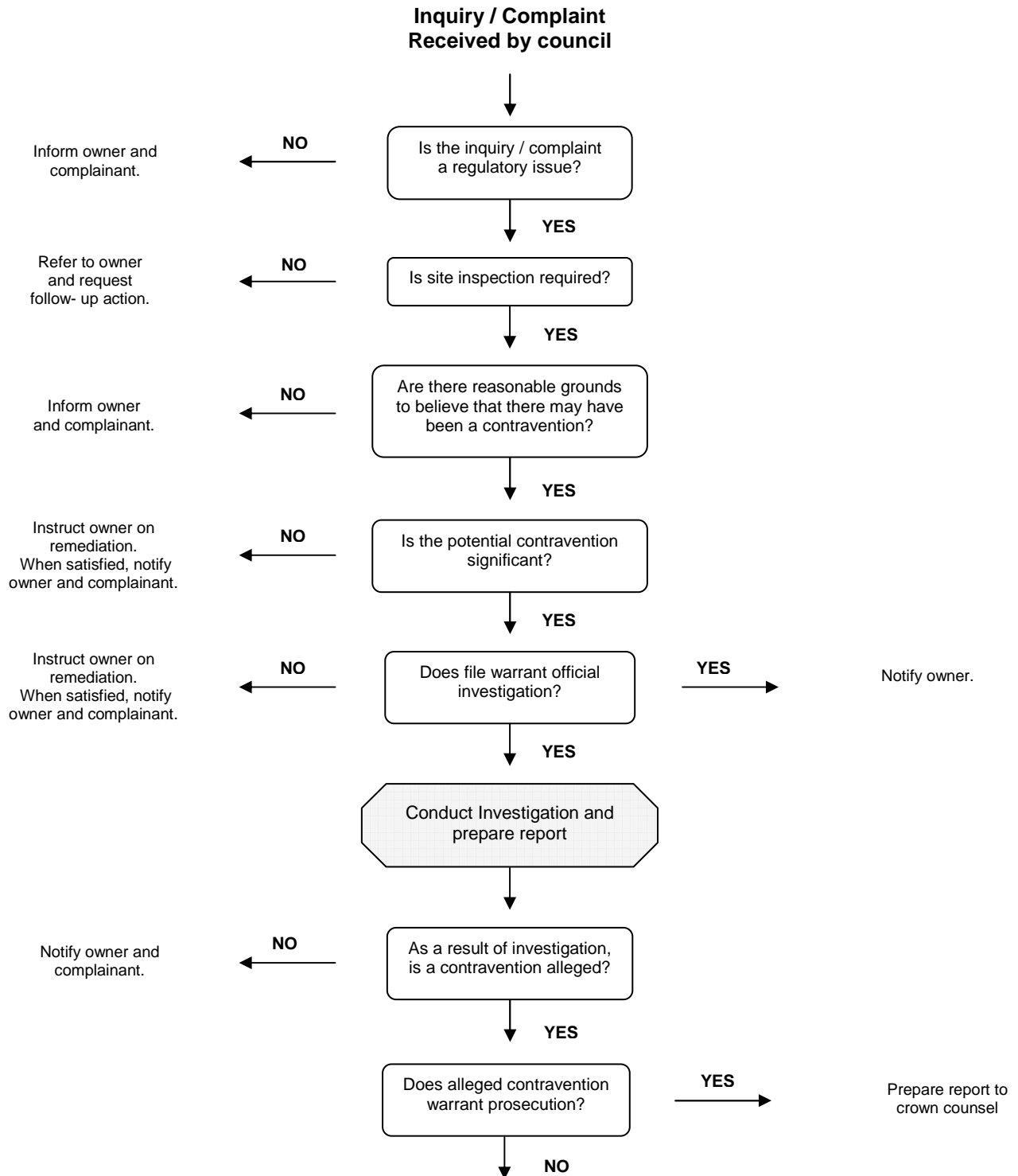


INQUIRY / COMPLAINT MANAGEMENT PROCESS FLOWCHART



INQUIRY / COMPLAINT MANAGEMENT PROCESS FLOWCHART

Instruct owner, work to resolution.
If satisfied, notify owner and complainant.

← NO

Does alleged contravention warrant a statutory remedy?

↓ YES

Is the appropriate remedy a Stop Work Order?

→ YES

Issue Stop Work Order.
Notify complainant.

↓ NO

Is the appropriate remedy a Consent Order?

→ YES

Council enters into Consent Agreement.
Notify complainant.

↓ NO

Does the alleged contravention warrant a determination by council?

→ YES

Issue Opportunity to be Heard Letter to owner.
Post notice on website.
Inform complainant of opportunity to make statement.

↓ YES

Council Determination Hearing

↓

Enforcement Action:
Fine or Remediation Order
or other

↓

Appeal Process for Landowner:
Council Review
↓
Forest Appeals Commission
↓
Judicial Review
↓
Supreme Court