



Media Release

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For immediate release

New online complaint portal for Bylaw Enforcement and Dog Control

Nelson, BC: The Regional District of Central Kootenay (RDCK) Bylaw Enforcement Team is introducing a new online complaint portal to improve operational department efficiency. Effective immediately all referrals for Bylaw Enforcement and Dog Control are required to be submitted in this format.

“As a department we deal with a large volume of inquiries and this new process will help streamline the referral process, ensuring all complaints are dealt with in a timely manner,” said Jordan Dupuis, RDCK Bylaw Enforcement Team Supervisor.

The new portal will help reduce the number of calls/emails, systematically track all inquiries and complaints, while enhancing the overall service to the public. Residents will have two options to submit; [a general inquiry form](#) or [a complaint form](#).

Bylaw enforcement within the RDCK is a complaint driven service and the RDCK enforces contravention related to a RDCK Area where a related bylaw applies. Bylaws in your Electoral Area could include Dog Control, Unightly Property, Noise Control, Nuisance, Land Use and Zoning. Go to www.rdck.ca/bylawenforcement for more information on the bylaws related to your Electoral Area.

Once your complaint is submitted, you will be contacted by a Bylaw Enforcement Officer to confirm details and clarification. If complaint requires action, the Bylaw Enforcement Officer begins the process of trying to reach a solution to achieve compliance to the bylaw. All complainant information is considered confidential and will not be released.

If you do not have access to a computer or cannot complete the form online, please contact the RDCK Bylaw Enforcement Department at 250.352.6665.

Incorporated in 1965, the Regional District of Central Kootenay (RDCK) is a local government that serves 60,000 residents in 11 electoral areas and nine member municipalities. The RDCK provides more than 160 services, including community facilities, fire protection and emergency services, grants, planning and land use, regional parks, resource recovery and handling, transit, water services and much more. For more information about the RDCK, visit www.rdck.ca.

For further information, please contact:

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