



Town of The Blue Mountains

32 Mill Street
Box 310
THORNBURY, ON N0H 2P0
www.thebluemountains.ca

Form BL503

BY-LAW SERVICE REQUEST FORM

For use by Principal Authority	
DATE RECEIVED:	FILE NO.:
ACTION TAKEN:	DATE CLOSED:

The By-Law Services Division will respond to verbal/written complaints where a contravention of a Town By-law is suspected.

Personal information collected by the Town as a result of a written complaint and any information collected during an investigation of same is protected under the authority of the [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M-26](#).

The Town of The Blue Mountains shall keep confidential any and all personal information it collects from its citizens and the public.

COMPLAINANT'S INFORMATION			
Name		Unit number	Lot/con.
Street Address/Location			
Municipality: Town of The Blue Mountains	Postal code	Plan number/Roll number	
Contact Preference: <input type="checkbox"/> Email: _____	<input type="checkbox"/> Telephone number (____) _____	<input type="checkbox"/> Alternate number (____) _____	

PROPERTY INFORMATION			
Name		Unit number	Lot/con.
Street Address/Location			
Municipality: Town of The Blue Mountains	Postal code	Plan number/Roll Number	
Contact Preference: <input type="checkbox"/> Email: _____	<input type="checkbox"/> Telephone number (____) _____	<input type="checkbox"/> Alternate number (____) _____	

COMPLAINT
<i>Please provide a brief description of the complaint including the parties that may have been involved and any dates.</i>

Complaints received will be investigated on a priority basis. For instance, priority will be given where the health and safety or endangerment to the public is at risk. Some issues may take a considerable amount of time before an issue can be resolved, however, we will contact you by the preferred method on a regular basis to provide an update on the status of your complaint. In some instances, these issues may be deemed a civil matter.