

**CITY OF VAUGHAN
POLICY MANUAL**

SECTION: LEGAL AND ADMINISTRATIVE SERVICES	POLICY NO.:06.2.01
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CNL: 93.02.15(29)

DEPARTMENT: LEGAL	SUBJECT: ANONYMOUS COMPLAINT CALLS
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Council resolved:

That Staff not respond to anonymous by-law enforcement complaints unless public health or safety is a factor.

POLICY ON ANONYMOUS CALLS

TO ALL STAFF:

Please be advised that effective immediately By-law Enforcement & Licensing will NO LONGER accept complaints from anonymous callers, unless public health or safety is a factor. In this regard if you are faced with an anonymous call please advise the caller as follows:

1. It is the policy of By-law Enforcement & Licensing that anonymous calls are not accepted.

This policy was adopted due to the fact that the department was receiving numerous unsubstantiated and frivolous calls with the resultant effect being that legitimate calls were not being addressed as expeditiously as possible. It is felt that this policy will result in a better level of service being given to the residents of the City of Vaughan.

2. Assure the caller that the names of complainants are not released to anyone other than personnel empowered to deal with the complaint. The caller's identify is protected by LAW, pursuant to the Municipal Freedom of Information and Protection of Privacy Act.
3. The policy of By-law Enforcement & Licensing is to follow-up with complainants to advise them as to the progress being made on any complaint as well as advising complainants of situations not within the enforcement jurisdiction of the department.