



BYLAW COMPLIANCE

Frequently Asked Questions

I think a bylaw is being broken; what should I do?

Make a formal complaint to the City. Bylaws in the City of Parksville shall be enforced on the basis of complaints received, however; some matters may be investigated without submission of a complaint.

[Bylaw Enforcement Policy](#)

How do I make a complaint?

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| By email | bylaw@parksville.ca |
| In person | Parksville Civic and Technology Centre (100 Jensen Avenue East) |
| By mail | PO Box 1390, Parksville, BC V9P 2H3 |
| By phone | 250 954-4650 |



What information does a bylaw officer need from me?

- Your name, address, phone number, and email address
- Date, time and location of the offence
- Photos of the offence (if applicable)

I don't want my neighbour to find out I complained; can I submit an anonymous complaint?

No. As per Council policy, the City does not accept or act on anonymous complaints.

If I submit a complaint, is my personal information kept confidential?

Yes. As per Council policy and provincial legislation, the City will NEVER release your personal information. If your personal information is ever required in adjudication or court, you will be consulted.

What can bylaw compliance officers help me with?

- Animal control - unprovoked dog attacks, pickup of stray dogs, barking dog complaints.
- Noise complaints - loud music, neighbourhood parties, construction or yard maintenance noise.
- Unsightly properties.
- Parking complaints.
- Complaints under other regulatory bylaws - water conservation, building, zoning, business licensing, signage, etc.

Can a bylaw compliance officer come onto my property?

Yes. Provincial legislation allows bylaw officers to enter onto your property for the purpose of investigating a bylaw complaint.

Information is for convenience only. Contact staff to discuss current and applicable bylaws.

Administration Department

100 Jensen Avenue East (PO Box 1390), Parksville, BC V9P 2H3

General Inquiries: 250 954-4650

Email: bylaw@parksville.ca