

# Corporate Policy

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Section:	Legislative and Regulatory Affairs	09
Sub-Section:	Bylaw Enforcement Complaints	4020
Title:	Protecting the Confidentiality of Complainants	01

## Related Policies

Number	Title

## Approvals

Approval Date: November 4, 1996	Resolution #: 585-96
Amended: September 19, 2017	Resolution #: <u>RC(CW)17/031 (CW17/117)</u>
Amended:	Resolution #:
Amended:	Resolution #:

## **Corporate Policy Manual**

### Protecting the Confidentiality of Complainants

## **Policy**

1. When complaints are received, all complainants shall be requested to provide his or her name, address, telephone number, and the nature of the complaint, and shall be advised that:
  - a) personal information provided in confidence will be used only to determine the validity of the complaint and to investigate the action complained about; and
  - b) the substantive details of the complaint will be made known to the alleged violators.
2. Where the identity of a complainant must be revealed in order to proceed with court action, but the complainant refuses to have their identity revealed, any action required by or resulting from the complaint will be abandoned.

## **Monitoring/Authority**

Delegated to the Manager of Building, Bylaw, and Licensing.