



Municipal law enforcement is provided by the By-Law Enforcement Division.

Our primary goal is to ensure safety and to maintain community standards that contribute to improving the quality of life in the Municipality.



By-Law Enforcement is committed to raising awareness of community standards and enforcing the Municipality's by-laws using a timely, professional and unbiased approach.



Being aware and following our by-laws helps everyone enjoy clean and safe neighbourhoods and public spaces.



To find out more about our individual by-laws click on the link below.

[Strathroy-Caradoc Bylaws and Bylaw Enforcement](#)

To answer frequently asked questions click on the FAQ.



To learn more about the by-law enforcement process, click on the Diagram.



To file a complaint click on the Contact.





Frequently Asked Questions

Q: How does the Municipality respond to complaints?

A: By-Law enforcement shall conduct a preliminary review of the complaint as soon as possible. By-Law Enforcement Officers will review the complaint and if validated, investigate, educate and/or take enforcement actions. In most cases, By-Law Enforcement Officers are successful in obtaining voluntary compliance with Municipal By-laws. However, there are always some instances that require additional enforcement.

PLEASE NOTE: When an individual does not voluntarily comply, there is a standard operating procedure that is followed.

Q: Will my complaint be kept confidential?

A: Personal information provided by the complaint shall remain in the strictest confidence in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, and shall **NOT** be intentionally divulged to any member of Council, non-essential Municipal Staff, and the public or media, unless so ordered by a Court or other body of competent jurisdiction.

Q: Can I find out how my complaint is being dealt with?

A: The Municipality of Strathroy-Caradoc appreciates your patience in by-law enforcement matters but wishes to advise due to the *Municipal Freedom of Information and Protection of Privacy Act*, specific details cannot be provided including the status of any possible:

- a. Warnings;
- b. Orders;
- c. Administrative monetary penalties;
- d. Charges; or
- e. Any other enforcement actions taken by the Municipality.

Q: What information is required for a complaint to be investigated?

A: The Municipality shall only respond to complaints received from a complaint who provides the following:

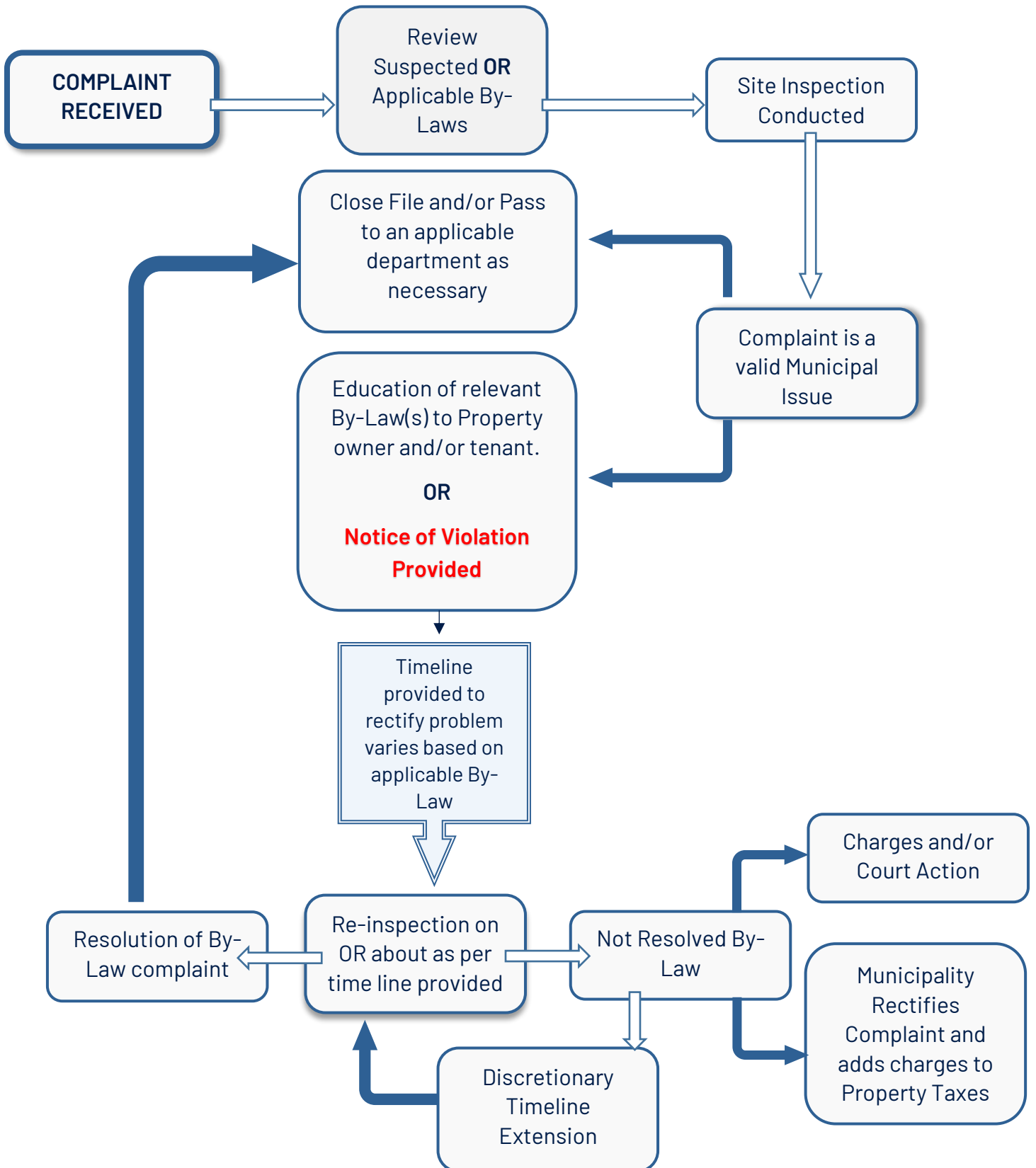
1. Complainant Name, address and telephone number (E-mail is optional);
2. Complaint Location (address) or approximate location;
3. A detailed explanation of the complaint. A picture may be attached to the on-line complaint submission form that may assist the investigation.
4. A summary of when and where the problem/infraction is occurring.

Any information provided is confidential and will not be shared.

PLEASE NOTE: Anonymous and/or incomplete complaints shall not be investigated.



By-Law Complaint Process





Contacts to File a Complaint



URGENT COMPLAINT

If an immediate health and safety concern, please contact the By-Law Enforcement Division at:



519-245-1070



Monday to Friday 8:30AM to 4:30PM



After hours, please call Police at 519-245-1250



NON-URGENT COMPLAINT

If **NOT** an immediate health and safety concern, please submit the complaint on-line, by mail, or in person to:



[Citywide](https://v4.citywidesolutions.com/csr/strathroycaradoc/) - <https://v4.citywidesolutions.com/csr/strathroycaradoc/>



519-245-1070



Municipality of Strathroy-Caradoc, By-Law Division
52 Frank Street Strathroy, ON N7G 2R4



ANIMAL CONTROL ISSUES AFTER HOURS

If an immediate request for help with animals, please contact Animal Care Centre Lobo at:



519-666-1632

NOTE: Ensure that you provide OR submit the REQUIRED INFORMATION for a complaint to be investigated.