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**Goal:**

To establish a procedure for dealing with the transfer of complaints to outside agencies.

**Scope:**

To have a procedure for referring complaints to:

1. Municipalities (E.g. Public works);
2. RCMP;
3. Fish and Wildlife;
4. SPCA;
5. Outside Jurisdictions;
6. Highway Maintenance Contractor;
7. Forestry.



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Calls will come in that are not under the jurisdiction of the Community Peace Officers. When a caller has a complaint in an area that is not under the jurisdiction of the CPOs, they need to be referred to the appropriate agency responsible for that jurisdiction.

### **1.0 Municipalities Not Policed by CPOs**

1.1 Complaints within Municipalities not policed by CPOs (E.g. Town of Bonnyville, County of St. Paul) are referred to the municipal office during normal business hours. Vicious dog complaints and traffic safety act complaints are referred to RCMP.

### **2.0 RCMP**

- 2.1 Livestock at large (cow on road)
- 2.2 Motor vehicle collisions
- 2.3 Abandoned vehicles
- 2.4 Criminal complaints
- 2.5 Vicious dog complaints when no CPOs on duty
- 2.6 Traffic Safety Act violations when no CPOs on duty

### **3.0 Fish and Wildlife**

- 3.1 Wildlife in distress
- 3.2 Wildlife complaints

### **4.0 SPCA**

- 4.1 Livestock in distress
- 4.2 Pets in distress



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## **5.0 Outside Jurisdictions**

### 5.1 First Nations

- a. Contact Band office for all complaints

### 5.2 Métis Settlements

- a. Contact Settlement office for all complaints

### 5.3 4 Wing Cold Lake

- a. Contact Military Police for all complaints

## **6.0 Highway Maintenance Contractor**

### 6.1 Dead animals on numbered highways

### 6.2 Damaged infrastructure on numbered highways

### 6.3 Hazardous road conditions on numbered highways

## **7.0 Forestry**

### 7.1 Illegal burning within a forest protection area

### 7.2 Fire permit complaints within a forest protection area

### 7.3 Fire pit complaints within a forest protection area

### 7.4 Forest closures

### 7.5 Fire bans in forest protection areas

