

## COMPLAINT FORM (page 1 of 4)

### Introduction

A complaint is information provided to Ministry of Environment (MoE), Water Stewardship Division, (WSD) alleging that there has been:

1. an unauthorized use of [water](#) or;
2. misuse, negative impact or contravention of an Act, Regulation, Licence, or Approval under the jurisdiction of MoE relating to [streams](#) (surface water) or [ground water](#).

### Definitions

A [stream](#) includes a natural watercourse or source of water supply, whether usually containing water or not, and a lake, river, creek, spring, ravine and gulch.

[Ground water](#) means water below the surface of the ground.

### Legislation

Legislation administered by WSD are the *Water Act*, *Water Utility Act*, *Water Protection Act*, *Water Regulation*, *Ground Water Protection Regulation*, *British Columbia Dam Safety Regulation*, and the *Sensitive Streams Designation and Licensing Regulation*.

### Instructions

It is important for you to provide us with sufficient information for MoE to adequately address your complaint. Please describe the complaint in as much detail as possible on the attached form and **mail or fax a copy** to our office. Be sure to sign the form. The information you provide will be used to investigate your complaint, to contact you for any additional information we may need, and to advise you of the outcome of our investigation.

Your information is being collected under the authority of the *Freedom of Information and Protection of Privacy Act* (FoIPP Act). The FoIPP Act, and MoE policy, protect personal information provided in a process, such as this complaint, that may lead to a penalty or sanction, however, MOE may need to disclose your personal information to pursue a prosecution, if it proceeds to that point. We will keep your personal information as confidential as possible subject to the requirements of the law. Please direct any enquiries about the collection, use, or disclosure of your personal information to the Regional Water Manager.

MoE will acknowledge receipt of your complaint form. The information in your complaint will be reviewed and you may be contacted for further details. If warranted, the matter will be investigated and appropriate action will be taken. Please note, an investigation will not be initiated if WSD ascertains the following:

- WSD does not have jurisdiction over the matter or;
- there are no reasonable grounds to believe a contravention has occurred or;
- the nature of the alleged contravention is not considered significant or;
- it poses no threat to public safety, or the environment or;
- there is no significant detrimental impact on others.

In any case you will be informed of the outcome.

**Ministry of Environment  
WATER STEWARDSHIP DIVISION**

**COMPLAINT FORM (page 2 of 4)**

<b>Ministry of Environment Offices</b>			
<b>Location</b>	<b>Address</b>	<b>Tel</b>	<b>Fax</b>
<b>Nanaimo</b>	2080A Labieux Rd., Nanaimo, BC V9T 6J9	(250) 751-7074	(250) 751-7079
<b>Surrey</b>	10470 - 152 <sup>nd</sup> St, Surrey, BC V3R 0Y3	(604) 582-5200	(604) 582-5380
<b>Kamloops</b>	1259 Dalhousie Dr, Kamloops, BC V2C 5Z5	(250) 371-6200	(250) 371-6234
<b>Penticton</b>	102 Industrial Pl, Penticton, BC V2A 7C8	(250) 490-8200	(250) 490-2231
<b>Nelson</b>	401 - 333 Victoria St, Nelson, BC V1L 4K3	(250) 354-6333	(250) 354-6332
<b>Cranbrook</b>	205 Industrial Road, Cranbrook, BC V1C 7G5	(250) 489-8540	(250) 489-8506
<b>Williams Lake</b>	300 - 640 Borland St, Williams Lake, BC V2G 4T1	(250) 398-4530	(250) 398-4214
<b>Prince George</b>	325 - 1011 - 4 <sup>th</sup> Ave, Prince George, BC V2L 2H9	(250) 565-6135	(250) 565-6629
<b>Smithers</b>	3726 Alfred Ave, Smithers, BC V0J 2N0	(250) 847-7334	(250) 847-7556

**Ministry of Environment  
WATER STEWARDSHIP DIVISION**

**COMPLAINT FORM** (page 3 of 4)

<b>Your Information</b>		
Last name	First name	Phone number (daytime)
		Fax number:
Mailing address		Email address:
Property address, if different from above:		

<b>Complaint Description</b>		Additional information may be attached as required	
This complaint concerns:	Check	Identify Water Source (e.g. source name, water licence number, or well identification plate number)	
stream (surface water )			
ground water			
surface water & ground water			
other			
Location (include legal description of land or Crown land lease, and water source if known):			
<b>Attach a map or sketch of the area of concern</b> (identify location of water source)			
Name, address and phone number of party alleged to be responsible:			
Date and time of alleged contravention.			

**COMPLAINT FORM** (page 4 of 4)

<b>Complaint Description, continued</b>	Additional information may be attached as required
Describe the nature of your complaint	
If applicable, describe how or if the alleged misuse or contravention affects you.	
Identify any steps you have taken to resolve this matter. What was the result?	
If you consider this matter urgent, please explain why.	

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

<i>For Official Use Only</i>	<b>C/N Number:</b>	
	<b>ORCs file:</b>	<b>76800-20 C&amp;I</b>
<b>Date:</b>	<b>Staff Assigned:</b>	