



IM51

NOISE COMPLAINTS

IM51

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POLICY

1. The Chief Constable shall provide Procedures, pursuant to this Policy, for responding to and investigating noise complaints.

REASON FOR POLICY

2. To provide direction to employees for responding to and investigating noise complaints.

RELATED POLICIES

IM50 – Animals

PROCEDURES

Responding to Noise Complaints

3. Upon receipt of a complaint that a person in a public place or in or on property is making noise that disturbs the quiet, peace, rest, enjoyment, or comfort of other persons in the vicinity, members shall:
 - a) obtain any details from the complainant, including the nature of the complaint, if they have made previous complaints, and the owner(s) or resident(s) of the premises at issue;



- b) attend the scene to assess the complaint;
 - c) upon arriving at the scene, request of the person(s) at the premises to reduce noise to a level so as not to disturb others; and
 - d) document the details of the situation (e.g., the name of the person in control of the premises, approximate number and age of people, nature of the event/activity, cooperation with the member, and whether alcohol or drugs are present).
4. If an initial complaint is determined to be of a more serious nature (e.g., a large group of people, damage to property, degree of intoxication of attendees), the Patrol Sergeant shall attend the scene to assess the situation.
 5. If a subsequent complaint is made, the Patrol Sergeant shall determine whether a member should reattend to assess the situation.
 6. If a noise complaint regarding construction work outside the hours of 7am-7pm Monday to Friday, 9am-5pm Saturday, or anytime on Sunday, a member shall attend and determine whether the contractor has a letter of authorization from the City of Delta permitting the construction work.

Enforcement

7. If the subject of a noise complaint does not reduce the noise to an acceptable level or have an exception letter for construction, the member may issue a Bylaw Offence Notice (Delta Noise Control Bylaw No. 1906).
8. If the nature of the complaint is of a more serious nature or the issue is recurring, a member may:
 - a) submit a report to the Municipal Bylaw Prosecutor and request a summons to compel court attendance; or
 - b) consider charging or arresting the person(s) under the *Criminal Code* (e.g., Breach of Peace (s. 31), Causing a Disturbance (s. 175, Mischief (s. 430.1)).

*Revised Dates:
19 April 2013
08 January 2019