



## Frequently Asked Questions (FAQs): Submitting a Complaint of Non-compliance with a Regional Plan

### **Q: Who can submit a complaint of non-compliance with a regional plan?**

A: Any person may make a written complaint of non-compliance with a regional plan.

### **Q: Is there a deadline for submitting a complaint of non-compliance with a regional plan?**

A: A complaint of non-compliance with a regional plan may be submitted so long as the regional plan is in effect.

### **Q: Who investigates complaints?**

A: Under section 62 (2) of the *Alberta Land Stewardship Act (ALSA)*, the Land Use Secretariat may investigate a complaint if the Stewardship Commissioner is satisfied that:

- a) The complaint has or may have sufficient merit to warrant an investigation;
- b) The matter complained of is not the subject or part of the subject of an application, process, decision or appeal governed by an enactment or regulatory instrument, or that there is not an adequate remedy under the law or existing administrative practices; and
- c) No other person should investigate the matter complained of.

### **Q: How do I submit a complaint?**

A: Visit the [Alberta Land Use website](#) to complete the Complaint of Non-compliance with a Regional Plan form and submit by mail, email or fax to:

Land Use Secretariat  
9<sup>th</sup> floor, Centre West Building  
10035 – 108 Street, Edmonton, AB T5J 3E1  
Email: [LUF@gov.ab.ca](mailto:LUF@gov.ab.ca)  
Fax: (780) 644-1034

### **Q: I submitted the Complaint of Non-compliance with a Regional Plan form, what happens next?**

A: The Land Use Secretariat will review the information to determine if an investigation will be completed, based on whether or not the Stewardship Commissioner is satisfied the requirements under ALSA section 62(2) (a), (b), (c) have been met.

**Q: What are the possible outcomes from my complaint submission?**

A: If the Stewardship Commissioner is not satisfied the requirements under ALSA section 62(2) (a),(b), (c) have been met, the complaint will not be investigated. The Land Use Secretariat will provide the complainant with this decision.

If the Stewardship Commissioner decides to initiate an investigation, the Land Use Secretariat will contact the complainant and the other party to the complaint to obtain further information. If the Secretariat is satisfied there is clearly non-compliance with a regional plan, the Stewardship Commissioner may refer the matter, with or without a report or recommendations, to either or both of the following who have jurisdiction or authority with respect to the matter:

- a) a Minister or government department, or
- b) a local government body

**Q: How long will an investigation take?**

A: The amount of time required to complete an investigation will vary on a case by case basis, depending on the nature of the complaint. The Land Use Secretariat will communicate progress to the complainant and the other party to the complaint.

**Q: Will I remain anonymous throughout the process?**

A: Complaints will not be made public on the Alberta land use website; however it may not be possible to preserve the anonymity of parties during the investigation process, should an investigation be initiated.

**Q: If I am not satisfied with the result of the complaint, are there further actions available to me?**

A: There may be alternate avenues to addressing concerns, depending on the nature and the outcome of the complaint. The Land Use Secretariat may provide information on alternate options for the complainant and the other party to the complaint, as appropriate.

**Q: I can't fill out the application online, how can I submit it?**

A: Print the Complaint of Non-compliance with a Regional Plan form, complete the form manually, scan it, and send it to the Land Use Secretariat by mail, email or fax.