



# GENERAL PUBLIC FREQUENTLY ASKED QUESTIONS By-Law Enforcement Department



## HOW DO I MAKE A COMPLAINT OF A POTENTIAL BY-LAW VIOLATION?

Please contact the By-Law Enforcement Department at 506-389-5928 or email [info.enforcement@moncton.ca](mailto:info.enforcement@moncton.ca).  
*This will ensure prompt service and avoids delays in response times.*

## MAY I FILE A COMPLAINT ON BEHALF OF ANOTHER PERSON?

No. The resident should contact By-Law Enforcement directly. This ensures all pertinent information is obtained, such as: address of potential violation and details of complaint.

## WHAT STEPS ARE TAKEN TO DETERMINE IF MY COMPLAINT IS VALID?

All parties involved deserve a fair and impartial service delivery. The investigation includes a review of all pertinent information, determination if authority rests with the Municipality (or if the matter is a civil issue) and what action is to be taken according to regulations.

## HOW WILL I KNOW A COMPLAINT HAS BEEN OPENED IN THE SYSTEM?

You will be given a service request number generated by the system.

## WHAT INFORMATION IS PROVIDED WHEN A STATUS UPDATE IS REQUESTED?

In order to ensure privacy and integrity of the investigation process, general updates can be provided, such as:

- investigation is on-going
- violation of a by-law confirmed
- no violation found
- enforcement action has commenced
- court proceedings
- file completed/resolved

## HOW DO I MAKE INQUIRIES OR EXPRESS A CONCERN REGARDING A TICKET?

A ticket is a legal document and should remain with the person it was issued to. If you feel a ticket was issued in error, a ticket review may be requested within **72 hours of date of issuance**.



The owner of the vehicle is required to contact By-Law Enforcement 506-389-5928 or by e-mail at [info.enforcement@moncton.ca](mailto:info.enforcement@moncton.ca)

The ticket number, issued date as well as your name and contact information will be required in order to commence a review.

The review is to ensure any errors are addressed prior to further legal action being taken (warning letter, summons to appear, court proceedings).

### INFO REGARDING:

- By-Law services
- Tickets
- Payment options

[moncton.ca/my-services/law-enforcement](http://moncton.ca/my-services/law-enforcement)



City of Moncton



@CityofMoncton