

SMOKY LAKE COUNTY



Title: Agricultural Service Board: Complaint Inspection Process	Policy No.: 16-01
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Legislation Reference:	Alberta Provincial Statutes
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Purpose:	To create a transparent and fair method of responding to public complaints. To create a system for conducting inspections on Agricultural Service Board issues on complaint basis reported within Smoky Lake County to assist and take the necessary actions to ensure compliance.
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Policy Statement and Guidelines:	
1. OBJECTIVE:	
1.1	To assure County residents that agricultural programming is maintained and in compliance with applicable regulations to enhance the environment and protect viable and sustainable agriculture in the Municipality.
1.2	To monitor that the Roadside Vegetation Management Programming, Agricultural Extension Programming, Problem Wildlife Programming and Pest Control are completed in a timely fashion.
1.3	To respond to complaints and make every reasonable effort to resolve and seek a remedy where appropriate in a fair, impartial and consistent manner.
1.4	The Agricultural Service Board and staff shall carry out its duties in accordance with the provisions of Provincial Legislation and Municipal Bylaws and Policies.
1.5	The Agricultural Service Board is committed to service quality and encourages citizens to call-in and report any concerns.
2. GUIDELINES:	
2.1	The Agricultural Service Board Staff will schedule and visit individual properties to conduct an inspection to identify and validate the nature of the complaint.
2.1.1	Inspections are a proactive measure to observe and assess the nature of the complaint.

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Policy Statement and Guidelines:	
2.2	The inspection results shall be documented on an Inspection Recording Form: <i>Schedule "A": Agricultural Service Board Complaint Form.</i>
2.3	Once an issue is identified, control measures can be implemented in order to reduce, eliminate or manage any identified issues raised through the inspection process.
2.4	The person responsible for control measures shall comply to the recommendations implemented in the inspection report.
2.5	If control measures are not taken, written reason(s) will be documented indicating why the issue was not addressed or resolved.
2.6	Smoky Lake County is responsible for monitoring any control measures taken and the effectiveness of the control measures.
3.	PROCEDURES:
3.1	The Inspection documentation forms will include:
3.1.1	date, time and place of inspection.
3.1.2	who performed the inspection.
3.1.3	identification and severity of condition(s) identified: major/minor.
3.1.4	recommended control measures.
3.1.5	person responsible for control measures.
3.1.6	target completion date of recommended action.
3.2	A copy of the inspection report will be filed in the appropriate legal land file.

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Policy Statement and Guidelines:	
4. INSPECTION RATING SYSTEM:	
4.1	The Inspection Rating System has been developed to provide a weighted classification to assess the severity of the issue for prioritizing control measure efforts.
4.1.1	Major: In contradiction / non-compliance to Provincial Legislation; Municipal Bylaws and Policies.
4.1.2	Minor: In-compliance / premises unsightly/nuisance.
5. INSPECTION IDENTIFICATION CRITERIA:	
5.1	The Agriculture Service Board may implement the inspection identification criteria based on the Agricultural programming as follows:
<p>Roadside Vegetation Management: e.g. Weeds, Spraying, Mowing</p> <p>Agricultural Extension: e.g. Soil Conservation, Water , Environment</p> <p>Problem Wildlife and Pest Control: e.g. Beaver, Grasshoppers, Coyotes</p>	

	Date	Resolution Number
Approved	July 25, 2011	# 660-11 - Page # 9768
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