

How to Report a Non-Emergency Burn Complaint

1. Determine the Reporting Method

Choose the most appropriate method for reporting based on local procedures and available options. These reporting options are to be used during and outside of office hours.

- **Online Customer Service Request (CSR) Form:** Use the online CSR form available through the municipality's website link at (<https://form.foreaction.cloud/submit/hastings-highlands>).
- **Phone:** Call the local municipal office, fire department, or Bylaw Enforcement Department. Department phone numbers are available on the website or by calling 613-338-2811.
- **Email:** Send an email to the municipal office, fire department, or Bylaw Enforcement department. Department phone numbers are available on the website or by calling 613-338-2811.
- **In-Person:** Visit the local municipal office to file a complaint directly. The municipal office is located at 33011 Hwy 62 N, Maynooth.

Please Note: In order for the Bylaw Enforcement Department to investigate a bylaw complaint, all bylaw complaints must be submitted on a Customer Service Request (CSR) form either through our website or by visiting our office during regular operating hours to complete a CSR form.

2. Definitions

- **Burn Complaint (Non-emergency):** A report or observation of burning activities that may not pose a risk to public safety, is in violation of local regulations or causes a nuisance.
- **Controlled Burn:** A planned and managed fire conducted under controlled conditions for provincial and municipal management purposes under regulated conditions.
- **Illegal Burn:** Burning activities conducted in violation of local ordinances, regulations, or outside designated times.
- **Fireworks Complaint:** A report or observation of fireworks that may not pose a risk to public safety, is in violation of local regulations, outside designated times or causes a nuisance.

3. Provide Detailed Information

When reporting a non-emergency burn complaint, include the following details to ensure accurate and efficient handling:

a) **Contact Information:**

- **Your Name:** Provide your full name.
- **Address:** Provide your address.
- **Phone Number:** Include a contact number where you can be reached for follow-up.
- **Email Address:** If available, provide an email address for further communication.

b) **Complaint Details:**

- **Location:** Specify the exact address or location of the burn, including any landmarks or descriptions that help pinpoint the area.
- **Date and Time:** Provide the date and time when you observed the burn.
- **Description of Burn:** Describe the nature of the burn:
 - **Size and Intensity:** Detail the size of the fire and how intense it appeared.
 - **Type of Burn:** Indicate whether it appears to be a controlled burn (e.g., contained within a chimenea or fire pit) or an illegal burn (e.g., during prohibited times).
 - **Smoke:** Describe the amount and color of smoke, and whether it is causing a nuisance or affecting visibility.
- **Potential Hazards:** Note any potential hazards associated with the burn, such as proximity to structures, vegetation, or other flammable materials.

c) **Additional Observations:**

- **Responsible Party:** If known, provide information about the person or entity conducting the burn.
- **Impact:** Describe any impact the burn is having on the community, such as health effects from smoke or potential fire hazards.

4. Submit the Complaint

- **Phone:** Clearly state all the details during the call and request a reference number or confirmation that the complaint has been logged.
- **Email:** Include all the detailed information in the email body or attach a completed complaint form, and request confirmation of receipt.
- **Online Form:** Fill out the form accurately with all the required information and submit it. You will automatically receive a confirmation or reference number.

- **In-Person:** Provide the details to the municipal staff or fire department personnel and ask for a receipt or confirmation of your complaint.

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5. Follow-Up

- **Confirmation:** Ensure you receive confirmation that your complaint has been received and is being processed. Keep a record of any reference number or confirmation received.
- **Contact Information:** Note down contact details for follow-up in case you need to provide additional information or inquire about the status of your complaint.

6. What to Expect After Reporting

- **Investigation:** The relevant authorities (Fire Department and/or Bylaw Enforcement) will investigate the complaint to assess the situation and determine the appropriate action.
- **Communication:** You may be contacted regarding further questions to assist with the investigation.
- **Resolution:** The issue will be addressed according to local regulations and policies.

Please Note: Any information regarding status of the complaint, the resolution or the enforcement measures taken are protected under the Municipal Freedom and Protection of Information Act.

7. Privacy

- **Personal information:** Any personal information collected by the municipality as a result of a written complaint and any information collected during an investigation is protected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M-26.

8. Tips for Effective Reporting

- **Be Accurate and Detailed:** Provide as much detail as possible to help the investigating officers understand and address the complaint efficiently.
- **Be Prompt:** Report the complaint as soon as possible to ensure timely investigation and resolution.
- **Stay Professional:** Keep your communication clear, factual, and respectful.

By following these steps, you ensure that your non-emergency burn complaint is reported effectively and managed appropriately by the relevant authorities.

9. Information to Consider Before Filing a Non-Emergency Burn Complaint

Other than during a complete fire ban, a fire that is contained in an area no larger than 60 cm in diameter (2 ft by 2 ft) and is used for cooking or warmth is permitted outside of the regulated permitted hours.



Night Burning Only

Night Burning Only is permitted from April 1st to October 31st from 7pm to 7am

The [Open-Air Fire Bylaw \(2020-047\)](#) governs open burning in the Municipality of Hastings Highlands and closely parallels the [Forest Fire Prevention Act](#).

DID YOU KNOW?

That during the "Night Burning Only" (April 1 - Oct 31) Open Fire Restrictions, a small campfire is still permitted during the day if the following conditions are met:

1. The campfire must be small and contained and not be larger than 60cm in diameter.
2. A campfire is only allowed for the purposes of cooking or warmth, and in the case of cooking, it must be commensurate with the type and quantity of food being cooked.
3. It must be supervised at all times by a responsible person (until completely extinguished, i.e. no smoke, live coals, sparks or flames)

For additional information refer to the Municipality's Open Air Fire Bylaw (Bylaw 2020-047)

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April 1- Oct 31
7pm to 7am