

City of Grand Mound
Resolution No. 23-26 Complaint Policy

All complaints received shall be in writing on the enclosed city complaint form and signed by the person submitting the complaint. Signed complaints are required by all; including but not limited to citizens, the general public, members of the city council, the Mayor, and city employees. Written complaints are not anonymous and are considered a public record subject to written records requests. A written complaint must be accompanied by photos or video to be considered valid and submitted by the person making the complaint.

Complaint Process

Step 1 Courtesy Letter

- 1) Upon a written complaint being submitted to the City Clerk's office, the City Clerk will give a copy to the nuisance committee which shall be composed of the Mayor, a Council member appointed by the Mayor, and the Public Works Superintendent.
- 2) A majority of the nuisance committee ($\frac{2}{3}$) shall determine if the complaint is valid and if the nuisance exists by emailing a response to the City Clerk that the complaint is valid or invalid. If the complaint is valid, the public works department shall take photos to submit to the City Clerk. If the complaint is invalid, the City Clerk shall notify the person who made the complaint.
- 3) Once a complaint is determined to be valid, the City Clerk will issue a courtesy letter requesting the violation to be corrected within 30 days of the date of the letter. The letter shall be sent by ordinary mail and may also be emailed to the property owner if an email is available. The letter will include an option to appeal the complaint within 30 days by submitting an appeal form to the City Clerk.
 - a) If an appeal request is received, the City Clerk will add the appeal to a City Council meeting to be decided upon by the Council as a whole.
 - b) If the council finds the complaint valid, proceed to step 2. If it finds the complaint invalid, notify the complainant and property owner.
- 4) After 30 days, the City Clerk will email the Nuisance Committee to review if the complaint has been corrected. The Nuisance Committee members will each email a response to the City Clerk that the complaint is still valid or has been corrected. If it is still valid, proceed to step 2.

Step 2 Notice to Abate

- 1) The City Clerk will issue a Certified Letter with return receipt that states this is the final request to abate the nuisance and correct the complaint within sixty days. Failure to abate the nuisance or resolve the complaint will result in a municipal infraction being issued per the City's schedule of fines. The notice to abate shall also include an opportunity to submit a written appeal request to the City Clerk within the sixty days.
 - a) If an appeal request is received, the City Clerk will add the appeal to a City Council meeting to be decided upon by the Council as a whole.

- b) If the council finds the complaint valid, proceed to step 2. If it finds the complaint invalid, notify the complainant and property owner.
- 2) The City Clerk will email the Nuisance Committee to review if the complaint has been corrected after sixty days. The Nuisance Committee members will each email a response to the City Clerk that the complaint is still valid or that it has been corrected. If it is still valid proceed to step 3.

Step 3 Citation

- 1) The City Clerk will issue a municipal infraction citation, signed by the Mayor and send to it the property owner and contract holder by certified mail with restricted return receipt. If it is the 1st or 2nd citation for the same offense within a two year timeframe, no court appearance is required. The optional court hearing date can be set for a minimum of sixty days out.
 - a) If the citation is returned unclaimed, the City Clerk shall request a deputy serve the citation and obtain a signature. If the deputy cannot reach a property owner to be served, the citation will be added to the City Council agenda for further action.
- A) Complaint process is considered complete once the complaint is considered invalid, corrected, or a citation has been issued and the owner is found guilty/fined or not guilty.
- 2) A 2nd or 3rd offense citation would occur if additional written complaints are received and the process is repeated within a two year timeframe. Written complaints received after the two year timeframe are considered a first offense.

Passed by the City Council of the City of Grand Mound on July 10th, 2023 and approved this 10th day of July 2023.

Ayes: Schanze, Beitelspacher, Marlowe.

Nayes: Banowetz, Beuthien.

Kurt Crosthwaite, Mayor

ATTEST:

Melissa Conner, City Clerk

City of Grand Mound
Complaint Form
Complaint's are public record

Complainant Information

Name: _____

Mailing Address: _____

Phone Number (optional): _____

Email Address: (optional): _____

Complaint: Please include the name if known, address, specific details of the code violation.
Supporting documentation such as photos or videos are required to substantiate the complaint or
the complaint will be marked invalid.

Name of Property Owner: _____

Address of Property: _____

Details of code violation/complaint:

Please explain how you believe this could be resolved or specific action you are requesting:

If required, will you attend a court hearing to testify to the statements on this form? Yes ___ No ___

Signature of complainant: _____ Date _____

All complaints must be signed and dated to be considered valid

(Office Use Only)

Copy given to the nuisance committee on _____
Nuisance committee responses: Mayor ___ Council Member ___ Public Works Superintendent ___
Complaint is Valid __, Corrected __, Invalid __.
Step 1: Courtesy letter sent _____ **Appeal received** _____ **Appeal results** _____
Nuisance committee responses: Mayor ___ Council Member ___ Public Works Superintendent ___
Complaint is Valid __, Corrected __, Invalid __.
Step 2: Sixty days to abate _____ **Appeal received** _____ **Appeal results** _____
Step 3: Citation issued _____ **Court Appearance on** _____ **Guilty** ___ **Not Guilty** ___ **Fines Paid** _____
Complaint Process Complete and marked: Invalid _____ Corrected _____ Citation Issued _____)

City of Grand Mound
Complaint Appeal Form

Appellant Information:

Name: _____

Mailing Address: _____

Property location: _____

Phone Number: _____

Email Address: (optional): _____

Please provide details of the appeal request and any special circumstances that may need to be considered regarding the complaint received:

Signature of appellant: _____ Date _____

All appeals must be signed and dated to be considered valid

(Office Use Only)

Appeal added to the City Council Meeting agenda on _____

Complaint is found by Council to be : Valid ____ Invalid ____ Corrected ____