

RESOLUTION 07-02-2021

A RESOLUTION AUTHORIZING STANDARD ADMINISTRATIVE POLICY AND PROCEDURE FOR CITIZEN COMPLAINTS.

BE IT RESOLVED by the City Council of the City of Duncombe approves the following procedure for Citizen Complaints.

Section 1 – General Purpose

- A. Initial trigger of complaint, clerk advises complainant to stop by and fill out form. Form must be signed & dated by complainant to be valid.

Section 2 – Appointed Official reviews complaint within 48 hours

- A. Review form to verify if complaint is legitimate and a violation of city ordinances.
- B. If potential ordinance violation, visit complaint location, inspect and take pictures.
- C. Fill out File Review Form, attach photos, create paper file and file by address

Section 3 – Send letter of founded nuisance/code violation within 72 hours

- A. Send warning letter to responsible party stating the violations must be remedied in 10 days or the municipal infraction and/or nuisance abatement process will begin.
- B. Attach applicable ordinance highlighted to include the specific nuisance to property owner/resident.
- C. Attach photos
- D. Attach municipal infraction/nuisance abatement process
- E. Add copies of all to file and update file review form

Section 4 – Revisit complaint location on 10th day from date of letter

- A. Take photos to verify compliance or non-compliance
- B. If necessary, 2nd letter sent by registered mail with new photos stating municipal infraction and/or nuisance abatement procedures have begun, copy to file.
- C. Update file review form

Section 5 - Revisit complaint location 10 days from date of 2nd letter to verify compliance or non-compliance

- A. If necessary, send to lawyer to start municipal infraction process.
- B. Update file review form.

Section 6 – All of the above deadlines may be extended by the City as needed

Section 7- Designation of “Appointed Official”: the duties and responsibilities of the appointed official will be rotated on a monthly basis between all council members and mayor.

BE IT FURTHER RESOLVED that all resolutions or parts of resolutions in conflict with this resolution are hereby repealed to the extent of such conflict.

This resolution is in full effect upon its adoption this 14th day of July 2021.