

TOWN OF PINE RIDGE COMPLAINT POLICY

OBJECTIVE: Provide a consistent and fair process for dealing with alleged ordinance violations within the Town of Pine Ridge.

1. The Town of Pine Ridge will not become involved in personal disputes that are not in direct violation of the Ordinances of the Town of Pine Ridge. If it is a legal matter, then you must resolve it with the proper authorities. If it is an emergency, call 911.
2. The Town of Pine Ridge will respond to **written** complaints **only**. * All written complaints must be signed and dated by the complainant. Written complaints should include as much information as possible to aide in responding appropriately (i.e. date, time, place, description of the violation, etc.)
3. When the Town of Pine Ridge receives a written complaint, the following will apply:
 - a. A code violation officer will be sent to the alleged violator's address to investigate the complaint.
If complaint is invalid, no further action will be taken.

If complaint is valid:
 - a. The property owner will be notified in writing of the violation.
 - b. The property owner will have 15 days after receiving notification to respond to the complaint and/or appeal in writing to the Public Utilities and Health Committee.
 - c. They will have an opportunity to read a copy of the original complaint. The name of the complaining party is not released to the alleged violator if so requested by the complaining party. However, if a violation is detected and staff is not successful in attempts to resolve the situation, the complainant may be called upon to testify in any necessary committee or court action taken against the violator.
 - d. If the property owner fails to respond within 15 days, the staff will proceed based on the information provided in the written complaint and the code enforcement officer's investigation. Failure to comply with town ordinances carries a fine of up to \$1,092.50 or 30 days in jail for each violation. Each day the violation continues constitutes a separate offense and carries a separate fine.
4. If the town staff has acted according to paragraphs 1 through 3 of this policy, any decision made by the Town Staff or Public Utilities and Health Committee is final with the exception of any legal recourse which may be available to either party.

*Any residents needing a Reasonable Accommodation to prepare a written complaint should contact the Town of Pine Ridge Administrative office.

Approved by Town Council March 9, 2010
Effective Immediately
Replaces and supersedes all previous versions of this policy.

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All policies are binding and are subject to change. Residents needing reasonable accommodations or assistance to comply with this policy should contact the Town of Pine Ridge Administrative office.

Approved by Town Council March 9, 2010
Effective Immediately
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