

Resident Complaints and Special Investigations

Policy and Procedure No.: G-05-27

August 2005 (Rev. January 2011)

Purpose

To establish a policy concerning complaints filed by the Reporting Party. Further, to clarify what information is required to be submitted when filing a complaint.

Policy

Reporting parties who have concerns regarding construction or other Building Code related issues and would like to file a complaint shall complete an Investigation Form. These forms are available at the Building Safety and Inspection counter; they can also be mailed, e-mailed or faxed at the request of the reporting party.

The reporting party shall provide information concerning the property in question including the name of the owner and or occupant (if known), address and nature of the complaint. In addition, the reporting party shall provide their name, address, phone number and signature. This information shall be treated as confidential information.

Once the Investigation form has been completed by the reporting party and received by the Building Safety and Inspection Division it will be assigned to a Code Enforcement Officer. The Code Enforcement Officer will visit the site, determine if a violation exists. If the Code Enforcement Officer determines no violation exists, the case will be closed. If it is determined that there is a violation of the Building or Municipal Codes, the Code Enforcement Officer will take the appropriate action necessary to resolve the case.