

CITY of GRANT COMPLAINT POLICY

1. **COMPLAINT-** a written letter from an individual, group, or governmental agency stating that they have a complaint or that they are making the City of Grant aware of a situation must be submitted to the Clerk at the City of Grant offices through hand delivery, postal mail or e-mail. This letter must include complainants name, address and phone number and must be signed. All complaints must be submitted in writing. Staff may also report complaints.

2. **INSPECTION:**
Appropriate staff visits the property if needed, to conduct an inspection to verify that there is an actual violation. If there is a violation, notification is given.

3. **NOTIFICATION:**
The Grant City staff contacts the people or entities involved in the complaint or situation and explains the problem and how to resolve it. This first contact will be attempted by telephone if the phone numbers are available and followed up with a letter by postal mail to the property owner and the other parties involved including the tenant if applicable. The owner/tenant will be given a period of time "correction window" determined by appropriate staff to resolve the violation.

4. **RE-INSPECTION:**
After the expiration of the correction window, City staff will re-inspect the property. If the violation is resolved, the case is closed the owner/tenant will be informed that another complaint within a year may result in a citation or other action. If violation still exists, final notice will be given.

- 5, **FINAL NOTICE:** The property owner /tenant will again be notified of the problem and what must be done to resolve it. First by telephone if available and followed up with a postal letter. The owner/tenant is given a second correction window to resolve it before the City takes action,

6. **CITY ACTION:** **If** the violation remains unresolved after the second correction window, the City may initiate the legal process.

7. **REOCCURANCE :** If substantially the same violation happens again within one year, the City of Grant may take appropriate actions as directed by the Grant City Council.