



Complaint Process

I have identified a violation. How do I report it?

→ **Step 1:** Identify a violation

- Look through the Frequent Code Violation types below. Sometimes the item of concern isn't actually a violation of the Town's codes. Once you have identified the appropriate violation continue to Step 2.

→ **Step 2:** Submit a complaint by selecting the appropriate Complaint Form from the choices below

- Even though you may wish to remain anonymous, the Town does need your contact information. Please keep in mind that anything that you submit to the Town is available for public viewing. You may wish to contact your neighbor or the property owner directly before submitting a complaint. Note: Any complaint submitted without contact information will not be processed.

→ **Step 3:** Code Enforcement Officer review/verification and contact

- The Code Enforcement Officer will review the submission and take the necessary action. At this point the complaint process is in the Town's hands and you may not be contacted further.
- You may not see any change. This doesn't mean that the issue isn't being addressed. The process for remediation can take time. Sometimes a complaint isn't a valid violation and there is no further action taken, or sometimes the Code Enforcement Officer is working with the property owner to achieve voluntary compliance with the code. This process can take additional time.
- If additional information is needed the Code Enforcement Officer may reach out to you.