

# City of Menlo

417 Sherman Street

P.O. Box 190

Menlo, IA 50164

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## Citizen Complaint Form

Please complete the following information so that the City can properly investigate and possibly fill out an abatement notice to send to property owner to which nuisance is located. Please print clearly.

Date of Complaint: \_\_\_\_\_ Location: \_\_\_\_\_ Time: \_\_\_\_\_

Property Owner's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Would you like to attend a City Council meeting? Yes \_\_\_ No \_\_\_

Nature of Complaint: (Please include as much detail as possible including location, dates, times, witnesses, etc.)

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Explain how you feel the complaint should be resolved: \_\_\_\_\_

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Should a citation be issued, will you be willing to testify to the above complaint in a Court of Law?

\_\_\_\_\_

Complainant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All complaints must be signed and dated to be considered valid.

Complainant's Address: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Complaint received by

Addressed at city council meeting: Yes: \_\_\_ Date: \_\_\_\_\_ No: \_\_\_

Action taken to resolve complaint: \_\_\_\_\_

\_\_\_\_\_

Handled by Whom: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

# City of Menlo

## Complaint Procedure

**City Clerk will direct each complaint to the appropriate disposition.**

1. Citizen addresses complaint with Mayor, Council member or Staff.
  - A. Mayor, Council Member or staff member will inform citizen to file a formal complaint at City Hall and the procedure for doing so.
  
2. Citizen fills out complaint form at City Hall during normal office hours. Complaints will be considered unsubstantiated if a formal complaint form is not completed and signed. Unsubstantiated complaints will warrant no action by the Mayor, Council or Staff.
  
3. Complaint and complaint form will be reviewed by Mayor and Council. Complaint will be investigated for validity and resolution.
  - A. If found valid:
    1. AND this is the first complaint received, an abatement notice will be delivered or sent to the offender specifying the complaint and action required to be in compliance with the Ordinances of the City of Menlo. Notice will also include a reasonable time frame for abatement.
    2. Steps will be taken on non-violation issues to be resolved by the appropriate body. Example: matters involving street repairs will be referred to maintenance personnel and the Mayor. The matter will be directed to the City Council in the event that simple resolution is not possible and the Council will be kept apprised of issues in progress.
  
  - B. In the event that the abatement has not occurred in the time frame allowed or in the event of a second complaint, appropriate municipal infraction letter will be issued on each occurrence thereafter.
  
  - C. Matters found not valid will be dismissed without action.
  
4. Should citations be issued, the recipient must pay fines associated with the Municipal infraction citation at the City Hall.
  
5. Should the recipient dispute any portion of the citation and refuse payment, the citation will be forwarded to the appropriate court for action.
  
6. Offenders will have the right to hearing before the Mayor and Council. When concurrence on the matter cannot be reached, the offender will have the right to hearing before the City Council as specified in the Code of Ordinance of the City of Menlo. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action