

Eureka Township

Citizen Complaint Policy/Form for Ordinance Violations

1. Purpose

Eureka Township has adopted, and is responsible for administering and enforcing, the Eureka Township Ordinance (“Code”). The Town relies primarily on citizens’ complaints to identify potential violations of the Code. The purpose of this Citizen Complaint Policy is to outline the opportunities for the public to submit complaints, describe how the Town will typically manage the review of such complaints, and, if warranted, pursue enforcement actions. This Citizen Complaint Policy does not guarantee Eureka Township will take any particular enforcement action in response to the complaint.

No policy can address every potential situation and the Town Board may need to, based on the facts of a particular situation and the advice of the Township Attorney, follow a different path than outlined in this policy to enforce the Code. For example, if the Town Board determines a violation poses an imminent threat to public safety it would undertake an expedited process to address the violation.

When a Eureka Township citizen or business owner wishes to file a formal complaint, they may file a signed complaint in writing. This form will be provided by the Township and may be requested at the Town Hall. The form can be dropped off, sent by US Mail or by email. The complainant’s identity is not considered public data and will not be publicly noted.

There is a separate policy for public complaints regarding the conduct or job performance of Township employees.

2. Complaint Procedure

1. All complaints need to be submitted in writing to the Town Clerk at the Town Hall.
2. Verbal complaints via telephone or in person will not be accepted.
3. Upon receiving a written complaint, the Township Clerk/Zoning Administrator will review the form for completeness, including name, address, phone number and signature of person submitting the complaint form.
4. Formal complaints that are submitted anonymously will not be considered valid and action will not be taken.
5. Complaints form will only be accepted when submitted by Eureka Township citizens.
6. Complaints determined to be a nuisance complaint or civil in nature will not be forwarded to the Town Board.
7. The Township may share the complaint information with its Township Attorney as part of the processing the complaint, but will redact information related to the identity of the individual making the complaint,
8. The Clerk will notify the property owner, via USPS, of the complaint and the date of the Town Board meeting where the complaint will be reviewed.
9. Complaints received less than 20 days prior to the Town Board meeting will be reviewed at the following Town Board meeting.

10. Once action has taken place, the Town Board may decline to address the same complaint more than once during a three-month period.

3. Reviewing Complaints

1. The Town Board will acknowledge the receipt of the complaint and may authorize two Supervisors or the Building Inspector to review the complaint. If the review requires entry onto the property, permission to enter must be requested and obtained from the landowner.
2. After the review has occurred, the two appointed Supervisors shall report back to the Town Board at a regularly scheduled Town Board meeting, unless a special meeting is called. At that time, the Town Board shall decide whether or not enforcement actions should be taken.

Complaint # _____

OFFICIAL COMPLAINT FORM FOR ORDINANCE VIOLATIONS

Complaint Lodged against/Location of Complaint:

Address:	
Owner Name:	Phone (if known):
Operator Name (if mining):	Phone (if known):
Ordinance being violated:	
Date of Offense:	Time:
Details of Complaint:	

Name:	Phone:
Address:	
Complainant's Signature/ Date:	

OFFICE USE ONLY

- Date and time received _____
- Letter of notification of complaint sent to violation address on _____
- Town Board top portion of page 1 on _____
- Placed on Town Board agenda for _____
- Reviewed by _____ and _____ on _____

Results

- Complaint deemed valid: Yes or No

Town Board Fact Finding:

Final Resolution: _____

Date Complaint Closed: _____