

City of Walnut

229 Antique City Drive ~ P.O. Box 326

Walnut, IA 51577

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Website: www.walnutiowa.org

Citizen Complaint Form

Please complete the following information so that the City can investigate your complaint. If the City finds that your complaint is appropriate, the information contained on this form will be used to properly fill out the abatement notice. The abatement notice will be sent to the property owner upon which the nuisance is located. Please print clearly.

Date _____

Name _____

Address _____

Phone Number _____

If requested, will you attend a City Council meeting to explain your complaint?

Yes _____ No _____

Nature of Complaint: (include the date, time, place, and facts of your complaint)

Explain how you feel the complaint should be resolved:

Should a citation be issued, you may be required to testify to the above complaint in a Court of Law. Do you agree to so testify? Yes ___ No ___ (If you check No, it is very possible that the City will not take any action on your complaint.)

Signature _____

Date _____

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

City Hall Office Use Only:

Received by: _____

Date _____

Mayor's Signature: _____
Date _____
Comments:

Complaint Procedure

All Civil Claims, Complaints, or Ordinance Violations: All traffic and criminal issues will be referred to the Pottawattamie County Sheriff's Department. The City Clerk will direct each complaint to the appropriate City official for investigation and disposition.

1. Citizen addresses complaint to 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 City staff. 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 Walnut. 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 City Maintenance Department, Council Committee members, 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, after the first abatement period has expired, a first offense citation will be issued. The appropriate municipal citations will be issued for each occurrence thereafter.

C. Matters found not valid will be dismissed without action. You will be notified of the City's decision not to pursue your complaint and why it is not being pursued.

4. The offender will have the right to hearing before the City Council as specified in the Code of Ordinances of the City of Walnut. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.

5. The citation will be forwarded to the appropriate court for action.

6. Continued failure to abate the nuisance after the City Council has made its decision, shall constitute a new occurrence of the nuisance subject to notice of citation for a second or subsequent offense.

7. In all cases referred to the appropriate court, the property owner will be required to pay the court costs incurred by the City if the property owner is found to be in violation or if the property owner abates the nuisance before the court hearing and the hearing is canceled at the request of the City Attorney.