

CITY OF BROWNS VALLEY
COMPLAINT POLICY

ADOPTED July 12, 2021

WHEREAS, the City of Browns Valley is a political subdivision, organized and existing under the laws of the State of Minnesota and

WHEREAS, the City of Browns Valley had adopted city codes to define, regulate, and enforce certain conduct of its inhabitants and conditions of the community of its properties; and

WHEREAS, the City of Browns Valley recognizes the fact that code violations can negatively impact the health, safety and welfare of the community, if not abated and/or remedied; and

WHEREAS, the City of Browns Valley endeavors to dutifully enforce its ordinances when it receives complaints from the public.

THEREFORE BE IT RESOLVED, to ensure the City of Browns Valley handles all code violation complaints in a fair, equitable, and efficient manner the city adopts the following complaint policy:

1. All complaints must be submitted to City Hall. The person who has made the complaint may provide their name and contact information with the complaint. Once city staff has received the complaint, staff shall date stamp the complaint, enter the complaint into the complaint log, and file the original complaint in the "Complaint Book."
2. Although a complaint can be anonymous, if the complaint is anonymous and the city has difficulty understanding the nature of the complaint, the city shall have the right to reject the complaint. Furthermore, the city shall have the right to reject a complaint if it has not been submitted to City Hall.
3. Once a complaint is accepted, Staff shall then forward a copy of the complaint to the appropriate enforcement official, which will generally be either the administrative code enforcement officer or a law enforcement official.
4. The conditions noted in the complaint shall be inspected within 10 business days.
5. If an alleged code violation exists, an enforcement warning letter to the property owner and/or occupant will be mailed out by staff at City Hall. A copy of the letter shall also be directed to the appropriate city official.
6. If the code violation is not self-abated prior to the next available city council meeting the council shall convene a public hearing to determine if a nuisance and/or zoning violation exists.

7. If the council affirms that a nuisance and/or zoning violation exists than the city will send out another letter seeking voluntary abatement or the city will take action to abate the nuisance violation itself.

THEREFORE, BE IT FURTHER RESOLVED that nothing in this policy shall preclude the city from taking a different course of action in the handling of a complaint provided it does so in a manner consistent with all applicable city ordinances and state laws.

This policy was adopted this 12'h day of July, 2021 by the Browns Valley City Council



Michael J Heck, Mayor

ATTEST:


City Administrator Jodi Hook-Hansen