

## City of Springville

### Complaint Procedure

All civil claims or Ordinance violations, all traffic and criminal issues will be referred to the Linn County Sheriff's Department. Matters under this procedure are not limited to municipal infractions but are open to all manner of needs of residents. The 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 the Mayor. Complaint will be investigated for validity and resolution.
  - A. If found valid:
    1. If 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 Springville. Notice will also include the time frame as set forth in the Springville Code of Ordinances 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, a first offense citation will be issued. The appropriate municipal infraction citations 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 Linn County Courthouse located at 51 3<sup>rd</sup> Avenue Bridge, Cedar Rapids, Iowa.
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. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.