

City of Shady Cove Complaint Form

Description of Complaint (please be descriptive):

Location of Potential Violation:

Violator Information (Name, address, etc if known)

Complainant Information:

Name: _____

E-mail: _____

Address: _____

Phone Number: Home _____ Cell _____

Signature _____

Date: _____

RETURN COMPLETED FORM TO:

**City of Shady Cove,
City Administrator
PO Box 1210
Shady Cove, OR 97539**

Complaint Follow-Up

Complaint Received: _____

Phone

Email

In-Person

Initial contact with complainant Made: _____

Steps taken to remedy the complaint:

1)

2)

3)

Further contact with complainant: _____

Further steps taken to remedy complaint:

Final outcome of complaint:

Complaint Closed: _____

Complaint Process

1. File the complaint with the City Administrator.
2. The City Administrator will contact you to discuss the complaint.
3. If the City Administrator determines the complaint is valid she will delegate the appropriate person/department to address the complaint.
4. If a violation does exist, the property owner or violator will be contacted and informed of the violation, what actions are needed to remedy the situation, and be given a specific compliance deadline date.
5. On the compliance deadline date, the City Administrator will verify that compliance has been attained. If this is found to be the case, the file will be closed.
6. If upon re-inspection the violation still exists the property owner or violator will be contacted and again be requested to comply. The second notice will include a date in which a citation may be issued if the problem has not been resolved.
7. After the citation deadline is reached, a site visit is made to determine if the matter has been corrected. If the violation still exists, a citation may be issued and the case information prepared for Municipal Court.

It may be difficult to maintain up to date status reports to complainants. Please feel free to check in with the City Administrator if you would like to find out the current status of a complaint.

Different types of complaints and violations have somewhat different timeframes for compliance based on a number of factors including public safety and ease of corrective activities required. The intent of the compliance process is to be as fair as possible to all parties involved and to ensure that the livability of our community is maintained through communication, education and mutual respect.

It is the City's position that complainant information is not public information and is exempt from public records disclosure under ORS 192.502(4).

The Municipal Code is available for reference on the City website at www.shadycove.net. It is encouraged that citizens refer to the Municipal Code to provide a basis for a complaint and if possible communicate directly with the responsible party in an effort to resolve the matter privately.

Key Phone Numbers:

City Administrator, Aaron Prunty – (541) 878-3757

Law Enforcement Dispatch – (541) 776-7206

Sheriff Office at Shady Cove City Hall – (541) 878-3200

City Hall Main Office - (541) 878-2225