

SUSSEX COUNTY COMPLAINT POLICY AND PROCEDURES

Introduction: While the County of Sussex makes every effort to first work with our residents, property owners and business owners and further to assist, as appropriate, in addressing any violation(s) of County Ordinances, Policies, Regulations and/or Codes, it is the Policy of the County of Sussex to respond in a timely and professional manner to all complaints received by County Personnel. In so doing, however, it is important that every received complaint, formal, informal, verbal or written, be handled in a consistent and appropriate manner. To this end, it is the Policy of the County of Sussex to respond to all complaints as follows:

I. VERBAL COMPLAINT: Upon receipt of a verbal complaint, County personnel will complete a complaint form with all pertinent information including the complainant name and phone number, if provided, and the alleged violation.

- a. Upon review, if the County Administrator (or designee) determines that a probable violation exists, an inspection of the site/issue will follow. This inspection will be completed by appropriate County personnel.
- b. If the complaint is unsubstantiated or is deemed to be an acceptable and legal activity, a letter will be sent to the complainant confirming the disposition of the complaint.
- c. If a violation is confirmed, the responsible party will be contacted in writing to have the ordinance, policy, regulation and/or code violation(s) corrected.
- d. If the violation is not corrected, the County of Sussex will issue a *Notice of Violation* which gives the responsible party a reasonable amount of time to correct the violation.
- e. If there is no response to the *Notice of Violation*, a Certified Notice will be sent with additional time for compliance.
- f. If there is no resolution to the violation at this time, the County of Sussex will take all legal measures to insure that County Ordinances, Policies and/or Regulations are properly maintained and individuals/businesses are in compliance.

II. WRITTEN COMPLAINT: If a written complaint is received, all information will be verified.

- a. Upon verification, the procedures as outlined in **Section I** will be followed.

III. STATE OR FEDERAL VIOLATION: If a complaint, either written or verbal is determined to be under the auspices of a State or Federal Agency, the County of Sussex will provide such information to the County resident, property owner and/or business owner and the appropriate agency in writing. Upon sending the proper correspondence, Sussex County will have no further involvement unless formally requested by the responding Agency.

IV. COMPLAINT FILES: All Complaints will be properly determined and closed with a formal letter/memo.

V. DISPOSITION OF COMPLAINTS: All Complaints will be properly filed in the office of the County Administrator and maintained pursuant to County Procedures and applicable Federal and State Law.

Adopted: November 17, 2011