



## **Code Enforcement Complaint**

### **Filing a Complaint**

There are different avenues in which to file a complaint: phone, letter, website submittal, and in person. In all cases, it will be required that you provide your name and phone number/address.

**Phone Complaints:** The main number to call for filing a complaint with our Code Enforcement officers is 912.287.2944. Since they are generally out in the field, you will probably receive one of their voice messages. If you choose to leave a message, please remember to leave your name and phone number and a brief description of the complaint. It is imperative to leave your name and phone number so that one of the officers can contact you for follow-up questions or for gathering additional details of the complaint.

**Letter:** Another option for filing a complaint with the city is by letter. Please include your name, address, phone number or other contact information for follow-up purposes. Please provide the following information: location/address of subject property, name of occupant (if known), description of the complaint. You may mail the letter or drop the letter off at Waycross City Hall or mail it to PO Drawer 99, Waycross, GA 31502.

**City Commission Meetings:** This is generally not the place where residents like to take their initial complaints, but on occasion, the Council has received complaints from citizens during Public Comments. The Commission most likely will refer you a Code Enforcement Officer designated to that part of the city for follow up.

### **Complaint Process**

**Initial Review:** Once a complaint is received, the Code Enforcement officer will first review the complaint to see if it is in violation of a city code. A contact phone call may be made to the complainant verifying the information and the proposed plan of action which could include possibly either no code violation and therefore no action or a possible code violation warranting investigation and a site visit.

**Initial Contact with Violator:** If a violation does exist, the Code Enforcement officer will also notify the alleged violator in writing, notifying them of the violation.

**Follow Up:** The Code Enforcement officer will then complete a follow-up visit on the deadline date (depending on workload and weekends/holidays). If the violation is abated, then the case is closed.

If the violation has not been resolved and if it is not resolved by a certain date, the person will be given a citation and further legal action could take place depending upon the situation. NOTE: The goal of the City is to help citizens come into compliance with the City Code.

**Court Process:** Despite efforts of the Code Enforcement officer to help a citizen resolve a City Code violation, if the citizen does not comply with the required actions needed to resolve the violation, legal action may then be initiated. In this case, the Code Enforcement officer works with the City's Legal Department in preparing the case for legal action. This may include, but not be limited to a warning letter from the Legal Department or prosecution in court.