

CITY OF DENNISON  
COMPLAINT POLICY AND PROCEDURE  
8/5/02

**Purpose:** To provide a consistent, fair, and efficient method of addressing complaints dealing with property related issues, such as untidy yards and unregistered vehicles.

**Policy:** In order to protect the health, safety and well-being of its citizens, the City of Dennison wishes to investigate and enforce property-related provisions of its nuisance and zoning ordinances, in a manner that is respectful of individual rights and values. However, the City has limited resources and seeks also to minimize time spent by the clerk and council on such issues.

**Procedure:**

1. Any citizen may file a complaint about the property of another with the city clerk, or a council member, either by phone or in writing. Anonymous complaints will not be pursued. The name of the person complaining will not be made public, but may be revealed if the matter should ever go to court.
2. Upon receipt, the complaint will be forwarded to the mayor.
3. The mayor may designate two or more individuals from the council and/or planning commission to inspect the property within 30 days of the complaint. The inspectors may not enter private property without permission.
4. If the inspectors find that the property is in violation of a city ordinance, the city clerk may send a letter to the property owner describing the complaint and the applicable ordinance requirements. The letter may include a deadline for correcting the problem, and steps the city can take if the problem is not corrected. The letter will not include the name of the person complaining.
5. If a violation is not corrected within the requested time frame, the city may pursue legal remedies allowed by the applicable ordinance, but the city is not obligated to do so.
6. If the complaint is related to a temporary nuisance or condition, such as barking dogs or burning trash, an inspection may not be appropriate. In such cases, the mayor may instruct the clerk to send a letter, as described in step 4. If further action is desired, persons disturbed by the condition should call the Goodhue County Sheriff non-emergency number at 1-651-385-3155. If the situation is an emergency, of course, always call 911.