

TOWN OF VERNON
CITIZEN COMPLAINT PROCEDURE FOR TOWN CODE VIOLATIONS

1. Citizen/property owner contacts Town Hall Staff or Town Board member with a complaint regarding a Municipal Code violation.
2. Town Board member or Town Hall Staff directs citizen/property owner to fill out Town of Vernon Complaint form.
3. If Town Hall Staff receives the completed, signed complaint directly from citizen/property owner, Town Hall Staff submits the complaint form to Town Clerk.
4. If citizen/property owner declines to sign the complaint form, they must complete the form and obtain the signature of a Town Board member before it will be accepted by Town Hall Staff for filing. In that event, the Town Board member may submit the signed complaint form directly to the Town Clerk.
5. Town personnel or a Town Board member confirm the existence of an alleged violation prior to transmittal of a correspondence concerning the violation and that correspondence concerning an alleged violation only be sent if the violation has been confirmed by Town personnel or a Town Board member.
 - a. If a violation is confirmed, the correspondence concerning the complaint include a copy of the Code section(s) involved and state the range of fines established for violation of the Code section involved and indicate that the Town Board may also have other remedies available to it under applicable law. If applicable, the letter should advise the property owner that the monetary forfeiture may be imposed for each day of each violation.
 - b. If the complaint alleges an ongoing violation, a reasonable period of time for the property owner to comply with the applicable ordinance section should be stated in the correspondence.
6. Town Clerk places complaint form and corresponding letter to property owner on Town Board agenda for Correspondence.
7. Town Clerk adds complaint to the Current Town of Vernon Municipal Code Complaint List.
8. Town Clerk adds Town of Vernon Municipal Code Complaint List under "Correspondence" on the Town Board agenda once a month.
9. Town Clerk copies complaint form and corresponding letter to property owner to the Waukesha County Sheriff's Department.
10. Town Board discusses and may take possible action to follow up on complaint.
11. This procedure does not include Waukesha County Zoning Violation complaints or complaints pertaining to fire or law enforcement personnel, as they have their own procedures.
12. Any deviation of this procedure shall be cleared with the Town Board beforehand.



Vernon Town Hall • W249 S8910 Center Drive, PO Box 309 • Big Bend, WI 53103

**TOWN OF VERNON
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PARTY MAKING COMPLAINT:

Name: _____ Phone No: _____

Address: _____

Signature: _____

COMPLAINT AGAINST:

Name: _____ Phone No: _____

Address: _____

NATURE OF COMPLAINT: Please state names, locations, dates, etc....

**FOR OFFICE USE ONLY:
DATE SUBMITTED**

FOLLOW UP BY: _____

COMMENTS: _____

BY SIGNING THIS FORM, YOU AGREE TO SUPPLY THE TOWN OF VERNON BOARD OF SUPERVISORS AND/OR PLAN COMMISSION WITH DETAILS AND/OR STATEMENTS IN REGARDS TO THE COMPLAINT FILED. YOU AGREE TO ATTEND ANY AND ALL MEETINGS THAT MAY COME ABOUT DUE TO THE FILING OF THIS COMPLAINT. ALSO, THIS PROCEDURE DOES NOT INCLUDE WAUKESHA COUNTY ZONING VIOLATION COMPLAINTS OR COMPLAINTS PERTAINING TO FIRE OR LAW ENFORCEMENT PERSONNEL, AS THEY HAVE THEIR OWN PROCEDURES.