

**TOWN OF VERNON**  
**CITIZEN COMPLAINT PROCEDURE FOR TOWN CODE VIOLATIONS**

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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.



# TOWN OF VERNON

W249 S8910 Center Drive  
 Big Bend, WI 53103  
 www.townofvernon.org  
 Phone (262) 662-2039 Fax (262) 662-3510

## Notification of Complaint or Concern

<b>Date Complaint Filed:</b>		<b>Staff Person's Name Who Received Complaint:</b>	
<b>Person making the complaint</b> info: Name (please print):			
Street Address:		Telephone Numbers (include area codes)	Cell: Home:
City, State, Zip:		Work:	
<b>How was complaint filed?</b> In Person <input type="checkbox"/> By Mail <input type="checkbox"/> By Phone <input type="checkbox"/> By Fax/eMail <input type="checkbox"/>			

<b>RESPONDENT INFO</b> (who complaint is registered against):		<b>I direct my complaint to the following Department:</b>	
Street Address:	Building Inspector	Fire Dept	
City, State, Zip:	Clerk's Office	Park & Rec	
Telephone Number (include area code):	DPW	Other	

**Nature of Complaint/Concern:**

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Complaint Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Complaint Forwarded To: \_\_\_\_\_ Date: \_\_\_\_\_

A site visit and/or further research conducted on (date) \_\_\_\_\_ concluded that:

this is not a valid complaint; no further action required

further follow-up is required by the \_\_\_\_\_

this complaint falls in the jurisdiction of another department/personnel and will be forwarded to the following:

\_\_\_\_\_ department/personnel \_\_\_\_\_ date forwarded:

**Anonymous or unsigned complaints will not be considered valid and action will not be taken.**