## **Nuisance Complaint Procedure**

If someone wants to file a nuisance complaint we need validation of the issue. This can be in writing either by hand or in an email and does not require their information; they can/will remain anonymous.

We do require the following:

- 1. Date of complaint
- 2. Address where issue is occurring
- 3. Issue in detail including the following:
  - a. If nuisance regards an animal complaint:
    - i. Description of animal
      - 1. Breed
      - 2. Color
      - 3. Size (Sm, Med, Large)
    - ii. What type of nuisance is it?
      - 1. Noise
      - 2. Running at large
    - iii. Specific dates and times of occurrences
    - iv. Video, audio or photo documentation is helpful
  - b. If nuisance regards a noise nuisance in another form (music, revving car engines, etc.):
    - i. Specific dates and times of occurrences
    - ii. Video, audio or photo documentation is helpful
  - c. If nuisance regards an ATV or OHV issue:
    - i. Specific dates and times of occurrences
    - ii. Video, audio or photo documentation is helpful

Remind complainant that all complaints remain anonymous, but if the issue persists and a hearing is required, then the complainant will be notified of the hearing and asked to attend to state their issues. They <u>are not required</u> to attend, however; their written, photo or audio/video evidence to support the complaint will be submitted to the COA for the hearing.

We cannot process any nuisance complaint without this information; especially if the issue is not easily detectable by staff or security.