

VILLAGE OF VERNON
CITIZEN COMPLAINT PROCEDURE FOR
VILLAGE CODE AND ZONING VIOLATIONS

1. Citizen/property owner contacts a Village Board member with a complaint regarding a Municipal Code and/or Zoning violation.
2. Village Board member directs citizen/property owner to fill out Village of Vernon Zoning/Code Violation form.
3. If the Village Clerk Administrator receives the completed, signed complaint directly from citizen/property owner, the Clerk submits the complaint form to Village of Vernon Building Inspector/ Zoning Administrator.
4. Investigation and inspection of the complaint or the property shall be by the Village of Vernon Building Inspector/ Zoning Administrator, including photos and non-compliance report shall be submitted to the Vernon Village Board for review.
5. A 30 day notice (order) of issues of non-compliance to be given by the Village of Vernon Building Inspector/ Zoning Administrator to the owner/renter by certified letter and regular mail.
6. If the property is not brought into compliance within 30 days after the notice, a letter shall be sent to the property owner explaining that if the property is not brought into compliance within fifteen (15) days, the matter shall be turned over to the Waukesha County Sheriff Department to start issuance of daily forfeitures unless the owner/renter has filed a written request with the Village Clerk Administrator requesting that the matter be placed on an upcoming Village Board agenda.
7. At the end of the 15 day notice, a second re-inspection will be conducted. If the property is not brought into compliance, the matter will be turned over the Waukesha County Sheriff Department to start issuance of daily forfeitures unless the owner/renter has filed a written request with the Village Clerk Administrator requesting that the matter be placed on an upcoming Village Board agenda.
8. If the property becomes non-compliant within 1 year after being brought into compliance, the issuance of daily forfeitures shall start by the Waukesha County Sheriff Department.
9. At the next upcoming Village Board meeting the Village Clerk Administrator places complaint form and corresponding letter to the Village Board for the agenda under correspondence.
10. Village Clerk Administrator adds complaint to the current Village of Vernon municipal code and or zoning violation list.
11. Village Clerk Administrator adds Village of Vernon municipal code/zoning violation list under “Correspondence” on the Village Board agenda once a month.
12. Village Clerk Administrator copies complaint form and corresponding letter to property owner to the Waukesha County Sheriff’s Department. (If warranted)
13. Village Board discusses and may take possible action to follow up on complaint.
14. This procedure does not include complaints pertaining to fire or law enforcement personnel, as they have their own procedures.
15. Any deviation of this procedure shall be cleared with the Village Board beforehand.

APPROVED NOVEMBER 2016

VILLAGE OF VERNON

W249 S8910 Center Drive
 Vernon, WI 53103
 www.villageofvernonwi.org
 Phone (262) 662-2039 Fax (262) 662-3510

Notification of Complaint or Concern

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

RESPONDENT INFO (who complaint is registered against):	I direct my complaint to the following Department:		
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:

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.