



## CITIZEN COMPLAINT FORM

COMPLAINANTS NAME: \_\_\_\_\_ PHONE NO.: \_\_\_\_\_

COMPLAINANTS ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ ZIP: \_\_\_\_\_

COMPLAINANTS SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

DO YOU WISH TO BE INFORMED OF THE AGENCY ACTIONS?:  YES  NO

ADDRESS OF VIOLATION (S): \_\_\_\_\_

PLEASE PROVIDE A BRIEF DESCRIPTION OF THE VIOLATION (S) LOCATED ON THE PROPERTY:

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CAN THE VIOLATION BE OBSERVED FROM THE PUBLIC RIGHT-OF-WAY?  YES  NO

WILL YOU PROVIDE ACCESS TO THE INSPECTOR IF NECESSARY?  YES  NO

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### FOR OFFICE USE ONLY

DATE RECEIVED BY STAFF: \_\_\_\_\_

REFERRED TO:  CODE ENFC.  BUILDING  PLANNING  ANIMAL CONTROL  
FOR FOLLOW UP

STAFF COMMENTS:

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DATE COMPLETED: \_\_\_\_\_

**WHAT DO I DO IF A VIOLATION EXISTS?**

IF YOU ARE SEEKING RELIEF FROM CONDITIONS ON A PROPERTY IN YOUR COMMUNITY, THERE ARE OPTIONS AVAILABLE TO YOU:

1. MAKE CONTACT WITH THE RESPONSIBLE PERSON. DESCRIBE YOUR PERCEPTION OF THE PROBLEM. DISCUSS HOW THE PROBLEM AFFECTS YOU AND POSSIBLE SOLUTIONS.
2. FILE A CITIZEN COMPLAINT WITH THE CODE ENFORCEMENT OFFICER.

**HOW DO I REPORT A VIOLATION?**

IF YOU BELIEVE THAT THERE IS A VIOLATION IN YOUR NEIGHBORHOOD OR NEAR YOUR BUSINESS, COME IN TO CITY HALL TO FILL OUT, A COMPLAINT FORM OR ACCESS THE CITY OF INDIAN WELLS WEBSITE AND FILL OUT, PRINT AND MAIL A "CITIZENS COMPLAINT" FORM. MAIL THE FORM TO:

**CITY OF INDIAN WELLS  
CODE ENFORCEMENT  
44-950 ELDORADO DRIVE  
INDIAN WELLS, CA 92210**

COMMUNITY-INITIATED COMPLAINTS WILL USUALLY RECEIVE A HIGHER PRIORITY THAN INDIVIDUAL COMPLAINTS. HIGH SERVICE DEMANDS CAN ROUTINELY CAUSE CASES TO REMAIN OPEN FOR 30 OR MORE DAYS. THESE CASES USUALLY INVOLVE VIOLATIONS THAT DO NOT AFFECT THE PUBLIC AT LARGE AND DO NOT CONSTITUTE A HEALTH AND SAFETY PROBLEM.

**WHAT ACTIONS SHOULD I EXPECT FORM THE CITY ONCE AN ALLEGED VIOLATION IS REPORTED?**

IN MOST CASES, THE PERSON RESPONSIBLE FOR AN ALLEGED VIOLATION IS GIVEN AN OPPORTUNITY TO VOLUNTAIRLY COMPLY AND CORRECT THE SITUATION. ONCE THE DEADLINE IN OUR NOTICE HAS EXPIRED, THE OWNER OR RESPONSIBLE PERSON IS SUBJECT TO ONE OR MORE OF THE REMEDIES LISTED BELOW. IN ADDITION TO ANY FINES THAT MIGHT BE IMPOSED, FEES ARE CHARGED AFTER THE SECOND SCHEDULED INSPECTION FOR ALL RE-INSPECTIONS OF THE PROPERTY.

**RECORDATION OF NOTICE OF VIOLATION** – THIS REMEDY IS USED FOR VIOLATIONS WHERE THERE IS NO IMMEDIATE NEED FOR CORRECTION. WHEN THE TITLE TRANSFERS, THE ASSUMPTION IS THAT THE TITLE WILL BE CLEARED AND THE VIOLATIONS REMOVED PRIOR TO FUNDING A LOAN. THERE IS A FEE FOR REMOVING THE RECORDED NOTICE.

**CIVIL PENALTIES** – THIS REMEDY IS USED FOR VIOLATIONS WHERE FINANCIAL GAIN IS ACHIEVED BY NOT COMPLYING WITH THE CODE. THE FINE MAY BE ASSESSED UP TO A DAILY MAXIMUM AMOUNT OF \$50, AND UP TO A TOTAL MAXIMUM AMOUNT OF \$1,000.

**ABATEMENT** – THIS REMEDY IS USED WHERE THE CITY REQUIRES THE PROPERTY OWNER TO TAKE ACTION TO ABATE THE NUISANCE. IF THE PROPERTY OWNER FAILS TO TAKE CORRECTIVE ACTION, THE CITY'S CODE ENFORCEMENT DEPARTMENT HIRES A CONTRACTOR TO EITHER DEMOLISH OR BOARD AND SECURE A STRUCTURE, OR TO CLEAN A PROPERTY OF JUNK AND DEBRIS. THE RESPONSIBLE PARTY HAS APPEAL RIGHTS.

**JUDICIAL REMEDIES** – THE ASSISTANCE OF THE CITY ATTORNEY IS REQUESTED WHEN THE PROPERTY OWNER FAILS TO VOLUNTARILY COMPLY. THE CITY ATTORNEY CAN FILE CRIMINAL OR CIVIL CASES AGAINST THE RESPONSIBLE PARTY(IES).

**WHAT IF I WISH TO MAKE AN ANONYMOUS COMPLAINT?**

NO CASE FILE WILL BE OPENED EXCEPT WHEN THERE IS AN IMMINENT HAZARAD. DEPARTMENT POLICY IS TO NOT PURSUE ANONYMOUS COMPLAINTS. INFORMATION REGARDING THE PERSON(S) MAKING THE COMPLAINT IS KEPT CONFIDENTIAL UNLESS OUR RECORDS ARE SUBPOENAED OR IN THE CASE OF SUBSTANTIATED NOISE, AND MAY ONLY BE OBTAINED VIA A COURT ORDER. A PUBLIC INFORMATION ACT REQUEST FOR OUT FILES MAY ALSO BE FILED. COMPLAINANT INFORMATION AVAILABILITY IS REVIEWED WITH THE CITY ATTORNEY.

**INFORMATION FOR OWNERS/TENANTS:**

CODE ENFORCEMENT ENCOURAGES VOLUNTARY COMPLIANCE THROUGH A VOLUNTARY COMPLIANCE FORM REQUESTING CORRECTION OF THE ALLEGED VIOLATIONS. NOTIFICATION TO THE PROPERTY OWNER OR PROPERTY MANAGER ALLOWS THE RESPONSIBLE PARTY TO TAKE CORRECTIVE ACTION PRIOR TO, AND POSSIBLY ELIMINATING THE NEED FOR, AN ON-SITE PROPERTY INSPECTION BY AN INSPECTOR/INVESTIGATOR. **TYPICAL SOURCES OF INQUIRIES INCLUDE:**

- o TENANTS
- o TENANT'S FRIENDS AND/OR NEIGHBORS
- o CONCERNED CITIZENS
- o CITY DEPARTMENTS WITH THE RESPONSIBILITY OF ENFORCING CITY CODES, SUCH AS CODE ENFORCEMENT, FIRE, POLICE, ENVIRONMENTAL SERVICES, PLANNING AND/OR DEVELOPMENT SERVICES.
- o COMMUNITY AND NEIGHBORHOOD ORGANIZATIONS WHO HAVE INSTITUTED A COMMUNITY CLEAN-UP PROGRAM (SUCH AS COMMUNITY PRIDE)