

CITY OF CARSON

Complaint Procedure

All Civil Claims, Complaints, or Ordinance Violations: All traffic and criminal issues will be referred to the Pottawattamie County Sheriff's Department. Matters under this procedure are not limited to municipal infractions but are open to all manner of needs of residents. The City Clerk will direct each complaint to the appropriate City official for investigation and disposition.

1. Citizen addresses complaint to Mayor, Council member or Staff.
 - A. Mayor, Council Member or staff member will inform citizen to file a formal complaint at City Hall and the procedure for doing so.
2. Citizen fills out complaint form at City Hall during normal office hours. Complaints will be considered unsubstantiated if a formal complaint form is not completed and signed. Unsubstantiated complaints will warrant no action by the Mayor, Council or Staff.
3. Complaint and complaint form will be reviewed by Mayor and Ordinance control officer(s). Complaint will be investigated for validity and resolution.
 - A. If found valid:
 1. AND this is the first complaint received, an abatement notice will be delivered or sent to the offender specifying the complaint and action required to be in compliance with the Ordinances of the City of Carson. Notice will also include a reasonable time frame for abatement.
 2. Steps will be taken on non-violation issues to be resolved by the appropriate body. Example: matters involving street repairs will be referred to City Maintenance Department, Department Commissioner(s) and the Mayor. The matter will be directed to the City Council in the event that simple resolution is not possible and the Council will be kept apprised of issues in progress.
 - B. In the event that the abatement has not occurred in the time frame allowed or in the event of a second complaint, after the first abatement period has expired, a first offense citation will be issued. The appropriate municipal infraction citations will be issued for each occurrence thereafter.
 - C. Matters found not valid will be dismissed without action. You will be notified of the City's decision not to pursue your complaint and why it is not being pursued.
4. Should citations be issued, the recipient must come to City Hall to pay fines associated with Municipal infraction citations, or pay the Pottawattamie County Treasurer's Office in the case of fines that have been certified as liens against property.
5. Should the recipient dispute any portion of the citation and refuse payment, the citation will be forwarded to the appropriate court for action.
6. Offenders will have the right to hearing before the Mayor and Ordinance Control Officer(s). When concurrence on the matter can not be reached, the offender will have the right to hearing before the City Council as specified in the Code of Ordinance of the City of Carson. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.

7. Continued failure to abate the nuisance after the City Council has made its decision, shall constitute a new occurrence of the nuisance subject to notice of citation for a second or subsequent offense.

8. In all cases referred to the appropriate court the property owner will be required to pay the court costs incurred by the city if the property owner is found to be in violation or if the property owner abates the nuisance before the court hearing and the hearing is canceled at the request of the City Attorney.