**Code Enforcement & Complaint Procedure**

**Steps**

1. **Neighbor Resolution**
   - It is the preference of the City, that staff does not get involved in neighbor disputes if a compromise can occur between the involved parties.
   - If a complaint cannot be resolved between neighbors, the City of Clyde Hill has a Complaint Form that may be submitted to the City Clerk.

2. **Complaint Received**
   - A complaint is received by any resident of Clyde Hill and a case is opened.
   - Sources of complaints may include:
     - Email
     - Phone
     - In person/Walk-ins
     - City Initiated
   - If the complaint pertains to another agency, it is referred and then closed; Criminal complaints are referred to Clyde Hill PD.

3. **Investigation**
   - The Code Enforcement Officer conducts an investigation, which may include:
     - Conducting research
     - Contacting involved parties
     - Sending correspondence
     - Inspecting sites
     - Making determinations

4. **Enforcement**
   - Enforcement steps may include:
     - Written warnings
     - Violation notices and applicable fees
     - Ordering unsafe buildings or sites to be closed or vacated
     - Enforcement of permits

5. **Hearing**
   - In rare cases, parties may appeal enforcement actions to the Mayor, City Council, City Administrator, or Public Works Director, who decides and publishes a decision.
   - The process includes:
     - Case preparation
     - Correspondence
     - Scheduling and holding a hearing
     - Issuing final notices
   - After a Hearing, a case may transfer back to Enforcement.

**Potential Outcomes**

- No need for City involvement
- Complaint referred to another agency
- Complaint determined to be unfounded
- Issue abated/code enforced
- Closed

**Time Estimates**

- After receiving a complaint, it will be assigned to an employee for review within 3 business days.
- The City typically responds with an initial determination within 10 days.
- The process typically takes up to 60 days if enforcement is required.
- The process could take up to 6 months if the complainant decides to appeal.

Last updated: 10/2022