

**Instructions:** The City encourages all residents to work directly with their neighbors for resolution. If a resolution is not possible, please complete **Section A** and return the form to City of Swisher. This form can also be used for suggestions/ideas for the city, please complete **Section B** and return the form to the City of Swisher. It can be dropped off or mailed to PO Box 279, 66 2<sup>nd</sup> Street SW, Swisher, IA 52338, emailed to [swisher2@southslope.net](mailto:swisher2@southslope.net), or faxed to 319-857-4529. For additional questions, please call the Swisher City Clerk at 319-857-4539.

**Resident Information:**

Name:

Address:

Phone

Number:

email:

How do you prefer to be contacted? Phone:

email:

**Section A: Nuisance or Issue**

The City encourages all residents to work directly with their neighbors for resolution.

Address of  
nuisance/issue:

When did the nuisance/issue occur? Date/time:

Did you speak to the offender? YES

NO

What was the offender's response?

Briefly state the nuisance/issue. Include any suggestions/ideas on how to resolve the problem.

If a citation is issued, would you be willing to testify to the complaint in a Court of Law? YES  NO

If necessary, would you be willing to attend a City Council meeting? YES  NO

All complaints must be signed and dated to be considered valid.

Signature:  Date:

**Section B: Suggestion or Idea**

Address (if applicable):

Briefly state the suggestion/idea.

## Complaint Procedure

### COMMENTS / ISSUES COMPLAINT PROCEDURE

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 disposition. All traffic and criminal issues will be referred to the Johnson County Sheriff's Department

1. If Citizen addresses complaint with Mayor, Council member, or Staff, that person will inform citizen to file a formal complaint at City Hall and advise them of the procedures for doing so.
2. Citizen fills out complaint form and returns form to 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. Issue/Comment form will be reviewed by Mayor, the appropriate Department, or the Ordinance control officer. Issue will be investigated for validity and resolution.
  - a. **Nuisance Abatements Requests**, if found valid:
    - i. *And this is the first complaint received*, a letter will be sent in an attempt to secure voluntary cooperation of offender. The letter will specify the complaint and action required to comply.
    - ii. *If unabated or abatement reoccurs*, a formal abatement notice will be delivered or sent to the offender specifying the complaint and action required to be in compliance with the Swisher City Code. Notice will also include a reasonable time frame for abatement.
    - iii. *In the event that the abatement has not occurred* in the time frame allowed or in the event of another complaint, a first offense citation may be issued. Witnesses will be required to testify if appropriate. The appropriate municipal infraction citations will be issued on each occurrence thereafter.
    - iv. *If abatement involves mowing/snow removal issues*, City Staff or Subcontractor may abate the nuisance, assessing fees as allowed in the City Code.
  - b. **Departmental administrative policies** matters involving City Procedures will be addressed by appropriate staff. If complainant is not satisfied, the complainant may make request to the City Clerk to be placed on the agenda and address the City Council.
  - c. **Requests for changes in ordinances or Council** policy will be placed upon the Council agenda for their review.
  - d. **Suggestions and Ideas** will be forwarded to appropriate party/parties.

Matters found not valid will be dismissed without action.

4. Should the recipient dispute any portion of the citation and/or refuse payment of assessment, the citation will be forwarded to the appropriate court for action.
5. Offenders will have the right to a hearing before the Mayor and Ordinance Control Officer(s). When concurrence on the matter cannot be reached, the offender will have the right to hearing before the City Council. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.

**The Mayor, City Council and Staff are dedicated and sensitive to administering to the needs and concerns of our citizens and the welfare, development, peace, and prosperity of the community as a whole.**