

COMPLAINT PROCEDURE

The Bethlehem Township Zoning Department has the following policy regarding the filing and investigation of complaints for zoning violations or nuisance conditions which affect public and/or safety:

Complaints will be taken in person, in writing, or by telephone.

Complaints that are filed with an identifiable **complainant's name, address and phone number** will be immediately prioritized and dealt with in a timely manner. (within 5-days)

A response will be forwarded to the identifiable complainants regarding the conditions found and intended course of action following initial investigation of the complaint.

Anonymous complaints will be taken but are not prioritized and will only be investigated when all regularly scheduled work has been completed and there is additional time available within the department. (within 4-6 weeks)

**** All complaint forms must be filled out with the address where the violation is occurring, and a description of the violation. For example: 123 Main Street NE has garbage bags in the front yard and an old couch in the west side yard.****

**BETHLEHEM TOWNSHIP ZONING DEPARTMENT
CITIZEN COMPLAINT FORM**

DATE _____ **TAKEN BY** _____

SOURCE OF COMPLAINT _____ **PHONE CALL** _____ **OFFICE VISIT**
_____ **LETTER (ATTACHED)** _____
_____ **VIA PUBLIC OFFICIAL --NAME** _____
_____ **DEPARTMENT OR TITLE** _____

COMPLAINANT: NAME _____
ADDRESS _____

COMPLAINT: PROPERTY OWNER _____
ADDRESS INVOLVED _____

GENERAL DESCRIPTION OF COMPLAINT _____

INITIAL INSPECTION: DATE _____
FOLLOW UP INSTRUCTIONS: DATE SENT _____ **BY** _____

_____ **CASE CLOSED BECAUSE OF NO APPARENT
VIOLATION: SEND FOLLOW-UP "NO VIOLATION"
LETTER TO COMPLAINANT. DATE SENT** _____ **BY** _____

REINSPECTION IN _____ **DAYS**

_____ **NOTICE OF VIOLATION TO PROPERTY OWNER
WITH ZONING CODE ATTACHED DATE SENT** _____ **BY** _____
ALSO TO COMPLAINANT DATE SENT _____ **BY** _____

_____ **OTHER: SPECIFY** _____
