

City of Manly
106 S Broadway ~ Po Box 516
Manly, IA 50456

Citizen Complaint Form

Please complete the following information so that the City can properly investigate and possibly fill out an abatement notice to send to property owner to which nuisance is located. Please print clearly.

Date of Complaint: _____ Location: _____
Time: _____

Property Owner's Name:

Address: _____ Phone Number:

Would you like to attend a City Council meeting? Yes ____ No ____

Nature of Complaint: (Please include as much detail as possible including location, dates, times, witnesses, ect.)

Explain how you feel the complaint should be resolved:

Should a citation be issued, will you be willing to testify to the above complaint in a Court of Law?

Complainant's Signature: _____ Date: _____

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

Complainant's Address: _____ Phone: _____

_____ Date: _____ Time: _____

Complaint received by _____

Addressed at city council meeting: Yes: ____ Date: _____ No: ____

Action taken to resolve complaint:

Handled by Whom: _____ Date: _____ Time: _____

City of Manly Complaint Procedure

All civil claims or Ordinance violations. All traffic and criminal issues will be referred to the Manly Police Department. Matters under this procedure are not limited to municipal infractions but are open to all manner of needs of residents. City Clerk will direct each complaint to the appropriate disposition.

1. Citizen addresses complaint with 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 Manly. 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 maintenance personnel 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, a first offense citation will be issued. The appropriate municipal infraction citations will be issued on each occurrence thereafter.

C. Matters found not valid will be dismissed without action.

4. Should citations be issued; the recipient must pay fines associated with the Municipal infraction Citation.

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 Manly. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.