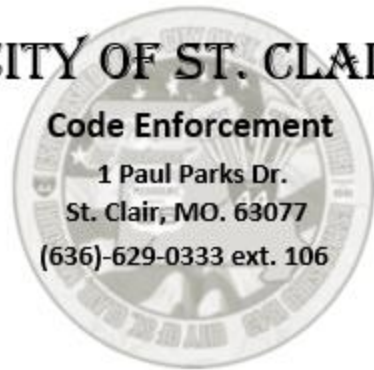


CITY OF ST. CLAIR



Code Violation Complaint Policies and Procedures

- To file a code violation complaint with The City of St. Clair you must fill out and **sign** a Complaint Form. The form can be picked up in person at City Hall or printed from our website, <http://stclairmo.com/coc/index.php/forms-menu>. This form may be returned in-person, faxed to (636) 629-6467 or mailed to City Hall. **No verbal complaints will be investigated.**
- After the Complaint Form is submitted to the Code Enforcement Department, a Code Enforcement Officer will investigate to substantiate the complaint.
- Once the complaint has been substantiated, the Code Enforcement Officer collects documentation and evidentiary support to back the complaint.
- A Notice of Violation and/or Order to Abate the violation will be issued to the owner and/or tenant of the violation property, with a set compliance date usually no more than 10 days from the date the letter is issued. Compliance timeframes vary on the nature of violation.
- On the compliance date listed in the initial Notice of Violation and/or Order to Abate or sometime thereafter, a Code Enforcement Officer will re-visit the site of violation to confirm the violation has been resolved.
- In the event that the violation is resolved, the case will be closed with voluntary compliance.
- In the event that the violation has NOT been resolved, the city may issue a second Notice of Violation and/or Order to Abate or grant an extension if request by the violating party.
- If compliance is not reached voluntarily, the city may forward cases to the prosecuting attorney for review.
- Once a case has been forwarded to the prosecuting attorney, he/she will determine if the case will be prosecuted. If the decision is made to prosecute the case, all further dealings will be handled within the courts.
- The City of St. Clair will not voluntarily release the information of reporting parties, however in some instances may be required to release certain information per state laws.
- It may take several months for compliance requirements to be met. Complainants may call the Code Enforcement Department at any time inquire about the status of their complaint. After cases have been forwarded to the prosecutor, information can be found at www.courts.mo.gov.