

# **FRANKLIN TOWNSHIP, ERIE COUNTY**

10411 Route 98, Edinboro, PA 16412

814-734-3521

## **ORDINANCE COMPLAINT FORM**

I. The PURPOSE of the Ordinance Complaint Form is to properly record and track complaints of violations against the duly adopted Zoning and General Ordinances of Franklin Township.

II. The POLICY of Franklin Township, when dealing with Ordinance complaints, shall be as follows:

A. All complaints of alleged violations of Township Ordinances are to be referred to the Franklin Township staff for proper recording of the complaint, in observance of this policy and adherence to time constraints contained therein. The staff member receiving the complaint is to record the date, time, and nature of the ordinance complaint that is presented at the Township Office, in person, or by phone.

B. The person making the complaint shall identify themselves by providing their name, mailing address and phone number to the staff member. Should the caller, or visitor fail to identify themselves as a Franklin Township resident or property owner, the staff member shall proceed no further with the complaint other than to record the visit or phone call as stated above.

C. Upon proper identification by the Complainant, an Ordinance Complaint Form shall be provided to the Complainant. (In the case of a complaint by phone, the form will be mailed to the individual.)

D. The form is to be filled out, signed and returned to the Zoning Officer or Secretary. The Zoning Officer or Secretary will then make a recommendation of action after investigation upon the complaint and will then be referred to the Board of Supervisors for interpretation and resultant direction, or returned to the complainant where the complaint is invalid regarding Zoning and General Ordinances. (Note: Unsigned complaints will not be acted upon.)

E. All complaints property filed with the Township shall receive a written response.

F. In order to gather a complete history of a formal complaint, any and all information/inquiries, received by the staff or members of the Board of Supervisors regarding a formal complaint, shall be referred/forwarded to the Secretary or Zoning Administrator. All complaint information is to remain confidential until reported to the Board of Supervisors at a public meeting.

G. A report will be made by the Secretary or Zoning Administrator to the Board of Supervisors at a public meeting regarding complaints received and the course of action taken on the respective complaints.

III. The ENFORCEMENT of the Zoning Or General Ordinance interpreted to be in violation shall be as follows:

A. Enforcement will be in accordance with the relevant ordinances based on the nature of the complaint.

\_\_\_\_\_

No. \_\_\_\_\_

COMPLAINT LOCATION: \_\_\_\_\_  
(Name)

\_\_\_\_\_ (Address) \_\_\_\_\_ (Phone No.)  
Date(s) Violation Occurred: \_\_\_\_\_

Brief Description of Complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NAME OF COMPLAINANT: \_\_\_\_\_  
\_\_\_\_\_ (Address) \_\_\_\_\_ (Phone No.)

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_  
*Complaint is not valid unless signed*

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OFFICE USE ONLY: \_\_\_\_\_  
Date of Receipt Township Representative

ACTION TAKEN: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Staff Signature

WRITTEN RESPONSE: \_\_\_\_\_  
Date Sent Staff Signature