



**TOWN OF MONTAGUE**  
One Avenue A  
Turners Falls, MA 01376

**BUILDING DEPARTMENT**  
413.863.3200 Ext. 206

## **COMPLAINTS SUBMITTED TO THE BUILDING DEPARTMENT POLICY & PROCEDURE**

- Building Official will investigate and report on all signed complaints.
- Investigations on signed complaints may result in enforcement action due to violations of the Town of Montague bylaws, or the State Building Code.
- If so requested by the complainant the Building Official may write a statement of finding that no violations exist which grant the complainant a right of appeal.
- Verbal complaints will be judged by the level of potential danger to public safety and be acted upon accordingly.
- Anonymous phone complaints regarding possible Zoning Bylaw violations may be acted upon by a Building Official if the possible violation can be easily observed from a public way. Once a Building Official confirms a zoning violation exists the Building Official then becomes the complainant.
- Anonymous phone complaints regarding possible zoning bylaw violations that cannot be readily observed from the public way may not be acted on.
- Violation notices shall be sent to the person occupying the property and to the property owner if different.
- Violation notices may be sent both by return receipt request and by regular mail.
- Violation notices shall outline bylaw or code section infraction, means of corrective action, consequences of inaction and a specific timeline to correct violation.
- Once a letter is mailed from the post office the Building Department will then consider this action as equal to being served.

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Complaint Address \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

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**Additional Comments on Reverse Side**

Complainant \_\_\_\_\_ Phone # \_\_\_\_\_

Mailing Address \_\_\_\_\_ Email \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Building Department Action \_\_\_\_\_

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**Additional Comments on Reverse Side**

**Additional comments for Complaint:**

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**Additional comments on Action by Building Department:**

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