



City of Campbell

Building Inspection Division
Phone: (408) 866-2130

70 North First Street
Campbell, CA 95008

CITIZEN COMPLAINT POLICY

The policy of the City of Campbell is to investigate valid complaints and to determine if violations exist. Based on the investigation report and findings, the Building Official will determine the corrective actions required and direct the complaint to the appropriate staff.

The responsible party of the violation is given a reasonable time to voluntarily comply with the law and correct the violation. If the violation has not been abated within the allotted time, the owner or responsible party can be subject to one or more of the following remedies.

- **ADMINISTRATIVE REMEDIES:** These are designed to address all violations. Fines can be levied and range from \$100 to \$100,000 per case, and are decided upon by an appeals hearing and findings.
- **NOTICE and ORDER ABATEMENT:** May be performed by city forces or private contractor to abate a public nuisance. This is subject to City Council appeal and approval.
- **RECORDATION of a NOTICE OF VIOLATIONS:** The violation(s) is recorded with the County Recorder's office, which encumbers the title to the property until which time the violation(s) have been abated and the recordation is expunged.
- **CITY ATTORNEY:** Referral and assistance or prosecution.
- **COUNTY DISTRICT ATTORNEY:** Prosecution.
- **JUDICIAL REMEDIES:** These are used when other remedies are not believed to have high probabilities of abating the violations. The two options are criminal prosecution or civil injunction.

NOTE:

Information related to code enforcement cases is kept confidential, and as such is not public record or available for review unless warranted by a court action.

Anonymous complaints cannot be accepted except under special circumstances.

For information regarding a particular code section or complaint, contact the following departments.

BUILDING DIV:	408/866-2130	PLANNING/ZONING:	408/866-2140
HOUSING COORDINATOR:	408/866-2137	CODE ENFORCEMENT:	408/866-2760
PUBLIC WORKS:	408/866-2150	POLICE (non-emergency)	408/866-2101