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# Filing Complaints

Brochure #12

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## ***How to file a complaint:***

It is the City's policy to investigate complaints. You may submit a written letter, complete a Complaint Form, or contact the Planning Department by phone or in person. Complaint forms are available on the City's website, and at City Hall or through the mail upon request. Please provide accurate and specific information so that a complete investigation may be conducted.

## ***Will my name be released?***

Under Chapter 42.1.320 R.C.W., the Public Disclosure Law, you, the complainant, may indicate preference for confidentiality. A "Request for Records Form" is required for any public inquiry of records from the Community Development Department. It is the policy of the Department to black out any information related to the identity of a complainant who has requested confidentiality. If the case is filed in court, your name must be disclosed if you are to be a witness.

## ***Who will respond to my complaint?***

The Planning Department responds to complaints regarding alleged violations of building, land use (zoning); sign and business licensing codes; health and safety codes; graffiti; junk/nuisance vehicles; street and sidewalk codes; drainage and engineering codes.

## ***Processing your complaint***

After your complaint is filed, appropriate City staff will investigate your complaint. Investigations may include site inspections, review of applicable code regulations, and research of property file information.

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City of Mukilteo  
Planning and Community Development Department  
11930 Cyrus Way  
Mukilteo, WA 98275  
(425) 263-8000

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## ***Land use enforcement***

Title 18 of the Mukilteo Municipal Code contains the rules and procedures for code enforcement. Title 18 allows for the City of Mukilteo to require compliance with the zoning code (Title 17), the subdivision code (Title 16), the building code (Title 15), the Shoreline Management Ordinance (Chapter 16.28), drainage ordinance (Chapter 13.16), grading code (Chapter 15.16), and streets, sidewalks, and public places code (Title 12).

## ***Appeal process***

Any code enforcement determination issued by the Planning Department may be appealed within twenty-one (21) calendar days of receipt of the decision by submitting a written appeal accompanied with the applicable appeal fee. The appeal will be scheduled for the next available Board of Adjustment meeting which is typically held the first Wednesday of each month. Any decision of the Board of Adjustment may be appealed to Snohomish County Superior Court within twenty-one (21) calendar days of the Board's written decision.

## **For questions or additional information:**

### Call...

City of Mukilteo  
Planning Department (425) 263-8050  
City Hall (425) 263-8000  
Fax (425) 212-2068

### Location...

11930 Cyrus Way  
Mukilteo, Washington 98275

### Hours...

Monday - Thursday  
7:30 a.m. to 5:00 p.m.  
Friday  
7:30 a.m. to 4:30 p.m.

THIS BROCHURE IS INTENDED TO BE A GUIDE FOR INFORMATION ONLY. PLEASE BE ADVISED THAT THE INFORMATION CONTAINED IN THIS BROCHURE MAY NOT BE COMPLETE AND IS SUBJECT TO CHANGE.