

I. Complaint Intake Case

**Complaint Intake**

Complaint of possible code violation received by Code Compliance Office. Case complaint priority level determined. Priority complaint cases are those that **1.** present an existing or imminent threat to public health or safety; **2.** Present an existing or imminent threat to natural resources; **3.** respondent affirmatively seeks to resolve; and/or **4.** are subject to a court order.



**Document Investigation**

Code Compliance Office conducts a document investigation of the complaint to verify jurisdiction, zoning, permit status, property ownership, other responsible person(s), and identification of applicable code provisions and prior complaint history.



**Field Investigation**

Code Compliance Office conducts a field inspection to establish the elements of the alleged violation.



**No Violation**

No evidence of violation found



**Complaint Dismissed**

The complaint intake case is closed. **END**

**Code Violation**

Evidence of code violation found



II. Code Case is Created

**Stop Work Order**

Stop Work Order posted, if needed.



III. Voluntary Compliance Process

**Request for Voluntary Compliance**

A Request for Voluntary Compliance letter or letter in support of a Stop Work Order is sent to the property owner/responsible person. The letter outlines the code violation, corrective actions required to resolve the code violation, and a timeline to complete the corrective actions.



**Voluntary Compliance**

Corrective actions complete.



**Code Violation Resolved**

The code case is closed. **END**

**No Voluntary Compliance**

Corrective actions are incomplete.



#### IV. Enforcement Process

##### **Notice of Violation**

A Notice of Violation letter is sent to the property owner/responsible person. The letter includes the assessment of a civil fine. There is an opportunity provided to file an appeal within 14 days of receipt of notice.

**No appeal filed.**

**Appeal filed.**

##### **Desk Review**

Notice of Violation reviewed by Compliance Hearings Officer.

**Notice of Hearing served at least 15 days prior to the hearing date.**

**Public Appeal Hearing held.**

##### **The Hearings Officer issues a Final Order.**

The Hearings Office will issue a written final order that may require remedy of the violation and/or payment of a civil fine.

##### **Violation Affirmed**

Hearings officer affirms the Violation and Civil Fine.

##### **Violation Dismissed**

Hearings Officer determines evidence insufficient to establish Code Violation. Case dismissed.

##### **Property Lien**

Fines and costs are payable on the effective date of the Final Order. Fines and costs not paid within 60 days may result in the civil fine being recorded as a property lien with the County Clerk.

*Appeals of the Final Order shall be by writ of review as provided in ORS 34.010 through 34.100, unless the Hearings Officer makes a land use decision, in which case the land use decision may be reviewed by the Land Use Board of Appeals pursuant to ORS Chapter 197. Any appeal of a Hearings Officer decision in the National Scenic Area may be reviewed by the Columbia River Gorge Commission.*