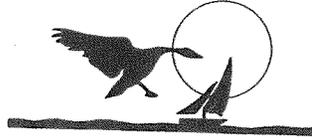


City of Hendersonville



101 Maple Drive North

Hendersonville, TN 37075
www.hvilletn.org · Fax (615)264-5327

Telephone (615)822-1000

Original Policy: April 30, 2019

Building Department Policy BD-19-0002 Complaints

Section Index:

1. Purpose
2. Policy
3. Procedures

1. Purpose:

The purpose of this policy is to provide a procedure for complaints.

2. Policy:

It is the policy of the Building Department to protect and assist the community during the construction and development of property in an effort to achieve an acceptable living environment for the citizens of the city. It is also our policy to ensure that property is developed and maintained in a safe manner, by promoting excellence in design and building standards.

3. Procedures:

1. All complaints are to be placed on the "Building and Codes Department Complaint Form." No anonymous complaints shall be taken, unless of an emergency condition.

Mayor
Jamie Clary

Vice Mayor
Arlene Cunningham

Ward One

Mark A. Skidmore
Peg Petrelli

Ward Two

Pat Campbell
Scott Sprouse

Ward Three

Arlene Cunningham
Russ Edwards

Ward Four

Steve Brown
Andrew Bolt

Ward Five

Darrell Woodcock
Jonathan Hayes

Ward Six

Jim Waters
Eddie Roberson

City of Hendersonville



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Official Complaint Form Building and Codes Department

Date: _____

Complainant's name: _____

Complainant's phone number: _____

Address of complainant: _____

Complaint description: _____

Date complaint sent to Chief Building Inspector: _____

Complaint investigated by: _____

Date of investigation: _____

Result of investigation: _____

Date complainant notified of determination: _____

By: _____

2. The complaint form shall be given to the administrative assistant for processing. The administrative assistant shall make a copy of the form keeping the original for record keeping purposes and giving the copy to the appropriate staff member for investigation.
3. The appropriate staff member shall perform an investigation of the complaint. The results shall be documented on the complaint form and report the findings reported to the director of building.
4. The complainant shall be notified of the findings by the appropriate staff member. The requests and notification date recorded on the complaint form.
5. A copy of the complaint and its findings shall be kept by the building department administrative assistant.