

Planning & Zoning Office
Community Development
County of Pulaski, VA
143 Third Street, NW, Suite 1
Pulaski, Virginia 24301
T (540) 980-7710
F (540) 980-7717
Pulaskicounty.org



OFFICE USE ONLY

Date Received:

Received By:

Notes:

Planning & Zoning Office

Complaint Policy and Form

June 2021

Purpose: The purpose of the complaint form is to gather information from the individual issuing the complaint, to properly document the date of the complaint, to gather any evidence to support a claim of a violation and to make the person issuing the complaint aware of office policy and process.

Policy: The citizen complaint form shall be submitted and signed by the person issuing the complaint. If a person is unable to complete the form on their own, staff can assist them with the completion of the form. An appointment for assistance can be made by calling 540-980-7710. Completed complaint forms shall be sent to the contact information at the top of the page. The form can also be scanned and emailed to mquesenberry@pulaskicounty.org

Once a complaint form is received Planning & Zoning staff will investigate the complaint. The burden of proof lies on the person issuing the complaint to help prove that a potential violation exists. Unfounded complaints will not be pursued by this office. Should the complaint become a Notice of Violation and/or a court case, the person complaining may be asked to provide a sworn statement/affidavit regarding the conditions that they witnessed. If the case proceeds to court they may be subpoenaed.

If a complaint is in regards to a property line dispute or a fence dispute this is not a zoning violation. Contact your attorney if you are having issues regarding a property line dispute or dispute regarding fence placement. Zoning does not regulate fences and a zoning permit is not required for fences.

Zoning Violations: The zoning office will only investigate potential zoning violations. Should you have a building code complaint, contact the Building Department at 540-980-7710. All other Pulaski County code complaints shall be sent to the Code Enforcement Officer at 540-980-7915. Zoning violations typically only pertain to the uses of property and to structures without a permit.

Confidentiality: Any record submitted to this office is available for public inspection under the Virginia Freedom of Information Act (FOIA). Our staff is committed to keeping the names of those who complain confidential, however, if a FOIA request for records is received, we are required by law to provide documents affiliated with the complaint and this complaint form. The name and contact information of those who complain will be redacted in black for your privacy, however, other details regarding the complaint are not protected from FOIA or public inspection.

(See next page to complete the complaint form)

1) Name of Person(s) issuing the complaint: _____

2) Physical Address(s) of persons issuing the complaint: _____

3) Contact Phone Number(s): _____

4) Contact Email(s): _____

(Should you choose to remain anonymous you will not be contacted. Anonymous complaints are difficult to prosecute and may impact the ability of this office to bring a property into compliance with local statutes, put N/A in the fields above if you choose to remain anonymous)

5) Use the space below to describe why you think a zoning violation exists:

6) Attach any supporting information (photos and evidence) that support your claim that a violation exists. List those documents here:

7) Provide the physical address or the location description of the proposed violation:

8) Provide the name of the property owner who is accused of the violation:

9) Provide the name of the occupant, if known and different from the owner:

10) If you have contact information for the owner or occupant provide that here:

11) Sign that you have read the Planning & Zoning Office complaint policy. If you choose to remain anonymous write anonymous in this location.

Sign Here: X

12) Provide the date that you are submitting the complaint.

Date of Complaint Form: _____

(All fields shall be complete or N/A provided in the space. Incomplete forms will not be accepted)