

CITIZEN COMPLAINT FORM

City of Great Falls | PO Box 5021 | Great Falls, MT 59403 | 406-771-1180 | <https://greatfallsmt.net>



INSTRUCTIONS: This form is designed to process, expedite, and track complaints for City services. Complaints will be processed in the order received unless it is an emergency. Please fill out the following to file a complaint or report a code violation. Mail forms to the address above ATTENTION: CITIZEN COMPLAINT or drop off at any City office.

VIOLATION LOCATION / PROPERTY OWNER INFORMATION

Street Address and/or Location: _____

Property Owner Name: _____ Phone: _____

NATURE OF COMPLAINT

TYPE OF COMPLAINT:

- Trash/Litter
- Weeds/Grass
- Abandoned Vehicles
- Domestic Animal
- Noise
- Snow Removal
- ADA Compliance
- Road/Traffic
- Boulevard Trees
- Park Maintenance
- Other

Date Reported: _____

REPORTING PARTY INFORMATION - REQUIRED

*Complaints submitted with incomplete or invalid Reporting Party information will be considered a false report and will not be processed. The identity of Reporting Party is considered confidential.**

**Signature
Required:**

Reporting Party Name: _____

Physical Address: _____

Phone - Home: _____ Cell: _____ Email: _____

**Pursuant to Montana State Law, the City of Great Falls is not authorized to disclose confidential criminal justice information prior to the filing of an official criminal, civil, or administrative proceeding. This means that the identity or any identifying information regarding the complaining witness will not be shared with anyone, including suspects until such proceeding is initiated. Additionally, any suspect in a code violation investigation that threatens, harasses, or intimidates a potential witness in the investigation could be subject to criminal penalties for tampering with witnesses and informants. Doing so carries a potential penalty of up to 10 years in prison and up to \$50,000 in fines. If a complainant is threatened, harassed, or intimidated by a suspect they are encouraged to call the Great Falls City Police and file a report.*

Updated: 10/2023

(FOR OFFICE USE ONLY)

Received by: _____ Date: _____ Time: _____

Department issued to:

- | | | |
|-----------------|----------------------|----------------|
| Administration | Legal Services | Police |
| Finance | Park & Recreation | Public Library |
| Fire | Planning & Community | |
| Human Resources | Development | |
| | Public Works | |

Action Taken: _____

Comments: _____

Complaint Resolved by: _____

Date: _____

City of Great Falls

Citizen Complaint & Request Form - Routing Information

TYPE OF COMPLAINT:

- **Trash/Litter:** on private property = Planning & Community Development; on public property = Public Works
- **Weeds/ Grass:** Public Works
- **Abandoned Vehicles:** on private property = Planning & Community Development; on streets = Great Falls Police Department (GFPD); on boulevards = Public Works (*The fastest/most efficient way to report a junk/abandoned vehicle on a public street is by calling the non-emergency police dispatch line at (406) 455-8599.*)
- **Domestic Animal:** GFPD Animal Control (*To report an active domestic animal incident, call the non-emergency police dispatch line at (406) 455-8599.*)
- **Noise:** GFPD
- **Snow Removal:** on public sidewalks = Planning & Community Development; on public streets = Public Works
- **ADA Compliance:** Sidewalks = Public Works; Public Buildings = Planning & Community Development; Parks = Park & Recreation
- **Road/Traffic:** Public Works
- **Boulevard Trees:** Park & Recreation
- **Park Maintenance:** Park & Recreation
- **Other** – TBD based on the issue

“Other” items commonly reported include, but are not limited to:

- **Business Licensing:** Planning & Community Development
- **Graffiti:** on private property = Planning & Community Development; Parks = Park & Recreation
- **Employee:** Human Resources
- **Occupying Recreational Vehicles:** on private property = Planning & Community Development; on streets = GFPD
- **Parking Pads/adding Additional Private Property Parking** = Public Works
- **Sidewalk and Pothole Repairs:** Public Works
- **Vacant/Condemned Buildings:** Planning & Community Development
- **Zoning:** Planning & Community Development

CITY DEPARTMENT LOCATIONS:

- **Animal Shelter:** 1010 25th Ave NE, 59404
- **Civic Center:** 2 Park Dr. S, 59401 (Administration, Finance, GIS, Human Resources, Legal, Mansfield Center, Planning & Community Development, Utility Billing)
- **Community Recreation Center:** 801 2nd Ave N, 59401
- **Fire Department:** 105 9th St S, 59401
- **Library:** 301 2nd Ave N
- **Park & Recreation:** 1700 River Dr. N, 59401
- **Police Department:** 112 1st St S, 59401
- **Public Works:** 1005 25th Ave NE, 59404 (Engineering, Streets/Weeds/Potholes, Sanitation, Utilities)

DEPARTMENT ONLINE DIRECTORY: <https://greatfallsmt.net/contactdepts>

- *If this is an immediate safety concern or hazard, refer to the online department directory or call 406-771-1180.*
- *For life-threatening emergencies, please call 911.*