

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 or requests for City services. Requests 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 or drop off at any City office.

VIOLATION LOCATION / PROPERTY OWNER INFORMATION

In order to determine property address or parcel number please visit the [Montana Cadastral website](https://svc.mt.gov/msl/cadastral/) at: <https://svc.mt.gov/msl/cadastral/>. If you need help identifying a property please contact Planning and Community Development at (406) 455-8430 and ask for a City Planner.

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/Potholes
- 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.

Reporting Party Name: _____ **Signature Required:** _____

Mailing Address: _____

Phone: Home () _____ Cell: () _____ Email: _____

This form is a public record. If the complaint results in a criminal charge in Municipal Court for a code violation, this complaint form is considered an initial incident report and is considered a public record, but subsequent investigative materials are considered confidential criminal justice information and are only releasable in very limited circumstances pursuant to MCA 44-5-303.

(FOR OFFICE USE ONLY)

Received by: _____ Date: _____ Time: _____

Department issued to:

- | | | |
|--|---|---|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Legal Services | <input type="checkbox"/> Public Works |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Park & Rec | <input type="checkbox"/> Police |
| <input type="checkbox"/> Fire | <input type="checkbox"/> Planning & Community Development | <input type="checkbox"/> Public Library |
| <input type="checkbox"/> Human Resources | | |

Updated 09/2024

Action Taken: _____

Comments: _____

Complaint Resolved by: _____

Date: _____

City of Great Falls

Citizen Complaint Form - Routing Information

TYPE OF COMPLAINT:

- **Trash/Litter:** on private property = Planning & Community Development; on public property = Public Works
- **Weeds/Grass:** Planning and Community Development
- **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 406-727-7688 option 5.*)
- **Domestic Animal:** GFPD Animal Control (*To report an active domestic animal incident, call the non-emergency police dispatch line at 406-727-7688 option 5.*)
- **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 Convention Center and Theater, Planning & Community Development, Utility Billing)
- **Aim High Big Sky Aquatic Rec Center:** 900 29th Street S, 59405
- **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, Environmental, Streets, Sanitation, Utility Maintenance)

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.*

FAQ's

Can complaint forms be submitted anonymously?

No, reporting party information is required. In the rare instance where resolving a violation involves legal action, the reporting party may be required to testify in court. Over 90% of cases are resolved through voluntary compliance during the investigation and inspection process. City staff will not disclose any reporting party information during the investigation and inspection process.

*See the front of the form for more details.**

What is the City's process for handling complaints?

The submission of the complaint form triggers the investigation/ inspection process. This process determines if a violation exists. If a violation exists, the property owner is notified of the violation. City staff will then work with the property owner to achieve voluntary compliance. On rare occasions, when voluntary compliance is not achieved, the City will pursue legal action. Legal action is always the last resort.