

FILING OF COMPLAINT RELATED TO CONSTRUCTION

Office or Division:	City Building Official			
Classification:	Highly-Technical Transaction			
Type of Transaction:	Government to citizen			
Who may avail:	Residence who has a complaint regarding construction or other cases related to building / structure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Complaint	1.1. Receive the Complaint Letter and docket case		2 mins.	Admin Aide I
	<i>Note: For verbal complaints encourage complainant to file a written complaint.</i>		5 mins.	Admin Aide I
	1.2. Set schedule for inspection & notify complainant and defendant for inspection		45 mins.	Building Inspectors
	1.3. Inspection proper; Issue			

	<p>Notice of Violation (if applicable) then take a picture for documentation</p> <p>1.4. Preparation of inspection report</p> <p>1.5. Review and signing of inspection report</p> <p>1.6. Profiling of documents</p>		<p>30 mins.</p> <p>30 mins.</p> <p>5 mins.</p>	<p>Building Inspectors</p> <p>Department Head</p> <p>Admin Aide III</p>
2. Receive the Inspection report	<p>2.1. Give a copy of Inspection Report and recommendation</p> <p>2.1.1. If necessary, set a meeting between the complainant and the defendant to settle the issue.</p> <p>2.2. If unsettled, issue a Notice of Hearing</p>		<p>2 mins.</p> <p>5 days</p> <p>15 days</p>	<p>Admin Aide III</p> <p>Next in rank to the Department Head</p> <p>Department Head</p>
3. Attend hearing	<p>3.1. Proceed to trial or full-blown hearing (Complainant and defendant will be ordered to submit their respective position papers)</p>		<p>2 hours</p>	<p>Department Head and City Legal Officer</p>

4. Submit Position Papers (Complainant and Defendant)	4.1. Proceed to hearing proper		2 hours	Department Head and City Legal Officer
	4.2. Review, evaluate, and prepare Resolution and Order		15 days	Department Head and City Legal Officer
5. Receiving of Resolution	5.1. Release of Resolution and Order			Department Head

--- END OF TRANSACTION ---