

Formal Complaint Procedure

The City of Gary wants residents to have a clear and fair way to report concerns about city services, code issues, or neighborhood problems. This handout explains how the complaint process works.

Residents may submit a **written complaint** in one of the following ways:

- **In person** at the City Office during normal business hours
- **By email** using the official complaint form available on the City website

Verbal complaints shared with council members may be mentioned at council meetings, but **verbal complaints alone do not start city action**. A written complaint is required.

To help the City review your concern, please include:

- Your name, address, and contact information
- The date, time, and location of the issue
- A brief description of the problem
- Photos, videos, or documents if you have them

Anonymous complaints are accepted, but the City may not be able to provide updates if contact information is not included.

- All written complaints are logged by the City.
 - The City Finance Officer oversees the review and investigation process.
 - Some complaints may be referred to Code Enforcement or reviewed with input from the City Council.
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- A completed written complaint is required before investigation or enforcement, **except for urgent health, safety, or legal concerns**.
- Submitting a complaint **does not guarantee enforcement or a specific outcome**.
- Complaints may be closed if no violation is found, the issue is on private property, there is not enough information, or the complaint is a duplicate.

A complete version of Resolution 2026-02 is available at City Hall.