

# Responding to Complaints

{ Certified Local Contact Section 5

# First Point of Contact



Certified Local Contacts should be available to Neighbors with complaints.

In order to avoid violations, Local Contacts should take to following steps:

1. Respond to all calls, at any hour.
2. Let the neighbor know how you plan to resolve the issue.
3. Contact the renter to remind them of the rules, let them know you've received a complaint, and that they must resolve the issue.

{ What if the problem can't be resolved by phone?

If you are unsure as to whether the issue will be resolved by calling the renter, or if the renter does not respond to your call, you must visit the site to correct the issues.

Correction may include withholding a deposit, continuing to monitor the VHR, or even evicting the renters.

{ Should I follow up with the neighbor?

The neighbor may be interested in when and how the issue is resolved, but if the call is made late at night, the neighbor also might want to get back to sleep! It is best to ask the neighbor if they would like to receive a follow-up call. Be sure to answer the phone should any more calls come in from neighbors.

Ensuring the issue is resolved:

**Important:** A Certified Local Contact should never put himself or herself at risk in order to try to resolve a situation at a VHR. If the Certified Local Contact arrives to the site and feels that it is not safe to intervene in a situation with renters or neighbors, they should call the Sheriff and remain in contact until the situation has been resolved. A call for safe intervention will NOT count as a call-out for the purposes of permit suspension or revocation.

# Next Steps

Following the resolution of the issue, the County requires that the Certified Local Contact report the complaint.

- ⌘ When a complaint is received by a Certified Local Contact, he/she is responsible for reporting to El Dorado County staff within 24 hours of the occurrence.
- ⌘ The Complaint Reporting form can be found at [bit.do/edcvhrs](http://bit.do/edcvhrs)



{ When is a report of a complaint needed?

A complaint must be logged with the County for EACH complaint. This is required EVEN IF:

- ⌘ There is no validity to the complaint
- ⌘ The issue is resolved without need for a response from the Sheriff or Code Enforcement
- ⌘ There is no penalty for a violation
- ⌘ There are multiple complaints about one potential violation

{ What information do I need to report?

These reports should include the following details:

- ⌘ The nature of the complaint
- ⌘ When it was received
- ⌘ How and when it was resolved
- ⌘ Whether or not there was further communication from neighbors after contact was made with the renters

Q & A:

Important: Failure to respond to complaints or to report complaints is considered a violation.

Sheriff  
Response to  
a VHR



- ⌘ If a neighbor with a complaint cannot locate contact information or cannot reach the Certified Local Contact, the next step is to call the Sheriff
- ⌘ The Sheriff's Deputy will respond on site to investigate the complaint, and will report on any other violations of the VHR Ordinance, which may result in one or more violations.
- ⌘ Violations may be issued to the renter or the owner, or both