

What happens when I submit a concern to City of Cupertino Code Enforcement?

Complaint
Received

Investigation

Enforcement*

Hearing*

Final Processing
and Closed**

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A complaint is received and a case is opened. If the complaint pertains to another department or agency, it is referred and then closed.

Code Enforcement Officers conduct an investigation, which may include performing research, conducting interviews, sending correspondence, inspecting sites, and making determinations.

Enforcement steps may include written warning, orders to correct, citations and fees, ordering unsafe buildings or sites to be closed or vacated, and enforcement of permits.

Parties may appeal enforcement actions to a hearing officer who decides the issue and publishes a decision. The process includes case preparation, correspondence, scheduling and holding a hearing, and issuing final notices.

Final processing occurs when the complaint is referred, unfounded, or abated.



CUPERTINO

* The Enforcement phase and the Hearing phase may not be a part of every case, and after a Hearing, a case can transfer back to Enforcement.

** A case can be closed at any point in the process.