

Stage 1: Citizen Submitted Complaints

**Resident
submits inquiry
or complaint
regarding a
CBO project via
online
smartsheet
form**



**Submitted
complaint is shared
with Neighborhood
Advisory Council
(NAC) and reviewed
by City staff**

**Inquiries are made
with relevant
departments and
response prepared**



**Response sent
to resident with
copy to NAC.
The NAC is
advised on
process to
request formal
investigation by
Enforcement
Committee**

**Submit Public Comments for CBO Projects at:
<https://bit.ly/CBOPublicComment>**

Stage 2: Formal Investigation Requested by NAC

**NAC submits
request for
complaint to
be formally
investigated by
Enforcement
Committee**



**Enforcement
Committee (EC)
is convened by
Corporation
Counsel –
including PDD,
CRIO, LPD, and a
NAC
representative**



**Within 21 days
of receipt of
formal request,
the EC
completes
investigation
and submits
findings* to NAC
as well original
complainant**

****Enforcement Committee findings shall include:***

- 1. Whether the Developer is in compliance with the Community Benefits Provision***
- 2. How the Community Benefits Provision will be enforced or how violations will be mitigated***

Stage 3: NAC disagrees with Enforcement Committee findings

If NAC disagrees with findings or determines that the EC is not diligently pursuing enforcement - NAC may send notice to EC which will have 14 days to respond



If NAC is not satisfied with subsequent response from EC, NAC may petition City Clerk to request a City Council hearing with both the NAC and EC



City Council may elect to hold a hearing to determine if the EC has made reasonable efforts to ensure developer compliance.

Based on its findings, City Council can require follow up action from the EC and/or developer.