Maine Center for Disease Control and Prevention – DHHS Division of Local Public Health END OF PROCESS 1. If NO- allow 2. If Landlord does not the Landlord to **Local Health Officer Standard Complaint Flowchart** complete, or refuses to start or complete Cooperate-- Consult the repair. with the Town's Council You can use this with the detailed Steps to Follow When Processing Reported Complaints START OF PROCESS POTENTIAL NEXT STEP Discus the matter with the NO Town Council, so that they can make an informed decision as Satisfactory Resolution to whether the Town will Communicate pursue the matter through the **Resolution?** [2.] court. In deciding on a plan of **Contact Landlord Consult with** action the Council should of Tenant within **Town Officials** include all fixed costs, time [1.] 2-5 working days & Colleagues spent on case preparation, court costs, etc. (CEO.LPI.) No Resolution AFTER Second Request. Town Has an Option to Town Decides on Next **Pursue Legal Action** Meet with Caller Follow-Up Action Complaint This Action is Always A Last Verify/ **Check Status of** Second Request for **Progress** with **Investigate Get Support** Received & Resort Work Completed Property Owner to **Analyze** Owner & Tenant **Problem** Logged Resolve Yes **Complaint Resolved** Satisfactory **Owner Complied Caller Satisfied** Maine Center for Disease Control and Prevention with Town's request **Resolution? Close Case** to Abate Problem Mary C. Mayhew, Commission Customer service Developed by JHGopaul. Revised October 2011