



VACATION RENTAL HOME COMPLAINT FORM

Name of complainant: \_\_\_\_\_

Phone number: \_\_\_\_\_ E-mail : \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City State Zip

Vacation Rental Home street address: \_\_\_\_\_

Name of owner/agent or local contact person: \_\_\_\_\_

Phone number for owner/agent or local contact person: \_\_\_\_\_

Date of incident: \_\_\_\_\_

Nature of complaint (check all that apply) \_\_\_ Noise \_\_\_ Trash \_\_\_ Parking

Other: \_\_\_\_\_

Was the Police Department contacted? \_\_\_ YES \_\_\_ NO, If so what were the results: \_\_\_\_\_

Complete description of incident (include time of incident, names if known, attach photos when possible and additional sheets if necessary). \_\_\_\_\_

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Witness – Please print
Witness Phone Number: \_\_\_\_\_

Witness Signature

Name of Witness – Please print
Witness Phone Number: \_\_\_\_\_

Witness Signature

## PROCEDURES AND GUIDELINES FOR VACATION RENTAL HOME COMPLAINTS

The City of Grove accepts complaints regarding Vacation Rental Homes using the following procedures:

1. Complaints should be submitted using the City of Grove Vacation Rental Homes Complaint form. All questions on the form must be answered and the form must be signed. The name of the complainant may be released to the public upon request. If name and phone number of owner, manager or local contact person are not available, indicate 'N/A'.

All complaints must be substantiated in order for action to be taken under by the City. A complaint will be considered substantiated when the following is submitted:

- Supporting documentation such as appropriate photographs;
- Reports submitted by police officers, other City employees or third parties that confirm the incident.

Citizens are encouraged to submit complaints as soon as possible and no later than three (3) business days after the incident. Complaints submitted later than the third business day after the incident will be considered according to individual circumstances. If an incident is of an urgent or time-sensitive nature, citizens should call either 911 or the Grove Police Department at 918-786-6121. Incidents that are not urgent or time-sensitive must be submitted in writing on the complaint form provided by the City.

Complaints that are not relevant to the Ordinance regulating Vacation Rental Homes will be reviewed and appropriate action will be taken in accordance with other relevant City Codes.

2. Please call 918-786-6107 if you have questions about these guidelines and procedures.
3. The complaint form is available at City Hall, 104 N. Main and on the website [www.cityofgrove.com](http://www.cityofgrove.com), and may be submitted in person, mailed or via fax:  
City of Grove  
Vacation Rental Home Complaint  
104 W. 3<sup>rd</sup> Street  
Grove, OK 74344  
Fax 918-786-8939
4. Upon receipt of a completed and signed complaint form, staff will review the complaint and will take appropriate action according to City Codes. An acknowledgement of receipt of your complaint will be sent to you.