

CITY OF LOS ANGELES  
DEPARTMENT OF NEIGHBORHOOD EMPOWERMENT  
334-B East Second Street, Los Angeles, CA 90012 • (213) 485-1360 or Toll-Free 3-1-1  
Fax (213) 485-4608 or (213) 485-1836 E-mail: [done@lacity.org](mailto:done@lacity.org)



After completing this form, please submit it by mail, fax, or bring it to our office, along with any attachments if necessary. If you would like assistance, please contact us. **PLEASE PRINT ALL INFORMATION.**

**Complaint Against a Neighborhood Council**

Your Name: \_\_\_\_\_

How should we contact you? (This information may become public when your complaint is submitted):

\_\_\_\_\_

Name of Neighborhood Council the complaint is against: \_\_\_\_\_

- Category of complaint:
- |   |                                    |
|---|------------------------------------|
| 1. By-laws                                | 5. Political Reform Act            |
| 2. Standing rules or operating procedures | 6. Americans with Disabilities Act |
| 3. Ralph M. Brown Act                     | 7. Other _____                     |
| 4. Public Records Act                     |                                    |

Are you a stakeholder of this Neighborhood Council? \_\_\_\_\_

Please describe the actions or events you are complaining about (use additional pages, if necessary).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date the incident occurred, and the name(s) of person(s) thought to be responsible for the complaint.

\_\_\_\_\_

What remedy or solution are you seeking?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**For Office Use Only:**  
Date Received: \_\_\_\_\_  
Received By: \_\_\_\_\_

CITY OF LOS ANGELES  
CALIFORNIA



ANTONIO R. VILLARAIGOSA  
MAYOR

BOARD OF NEIGHBORHOOD  
COMMISSIONERS

LINDA LUCKS  
PRESIDENT

MICHELE SIQUEIROS  
VICE PRESIDENT

ALBERT ABRAMS  
ESTHER CEPEDA  
DANIEL GATICA  
JOHN KIM  
KAREN MACK

BIANCA VITE  
COMMISSION EXECUTIVE ASSISTANT  
TELEPHONE: (213) 485-1360

DEPARTMENT OF  
NEIGHBORHOOD EMPOWERMENT

334-B EAST SECOND STREET  
LOS ANGELES, CA 90012

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TOLL-FREE: 3-1-1  
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BONGHWAN (BH) KIM, MPA  
GENERAL MANAGER

CLAUDIA M. DUNN  
ASSISTANT GENERAL MANAGER

[www.LACityNeighborhoods.com](http://www.LACityNeighborhoods.com)

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PROCEDURE FOR COMPLAINT AGAINST A NEIGHBORHOOD COUNCIL  
SUMMARY

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The Plan for a Citywide System of Neighborhood Councils states that complaints "of any nature" against a certified Neighborhood Council may be filed with the Department of Neighborhood Empowerment.

The department shall deliver the complaint to the Neighborhood Council within five business days. Exhaustive efforts to remedy all complaints shall be taken by the department.

In the case where a complaint is in regards to a violation of the Plan, and a remedy cannot be reached, the department must initiate the involuntary de-certification process.

Each Neighborhood Council is required to include a procedure in its bylaws by which an individual community stakeholder or a group of stakeholders shall be able to express concerns to the governing body of their Neighborhood Council about its decisions and actions.

The Department of Neighborhood Empowerment expects that each Neighborhood Council will explain its process to those who file complaints with the department or who file grievances directly to the Neighborhood Council, and that it will attempt to resolve them in a fair manner.

The Department of Neighborhood Empowerment will make available to each Neighborhood Council the widest possible variety of assistance, such as the Dispute Resolution Program in the Office of the City Attorney. A list can be found at the department's home page by clicking on [Complaint Resolution Resources](#).

There are two easy ways to file a written complaint:

- 1) Obtain the form from any of the department's offices by visiting or calling. It can also be found on our website at [www.lacityneighborhoods.com](http://www.lacityneighborhoods.com), click on [Reference Library>Forms>General](#)
- 2) Send an e-mail to the department and include the information that is required on the form.

The department will notify you in writing upon receipt of your complaint within one week. If you do not receive a written acknowledgement of your complaint, please call at (213) 485-1360 or 3-1-1. Please submit the complaint to: Department of Neighborhood Empowerment, 334-E East Second Street, Los Angeles, CA 90012. The fax number is (213) 485-4608. The e-mail address is [done.complaints@lacity.org](mailto:done.complaints@lacity.org).