



**CITY OF NEWPORT BEACH
COMMUNITY DEVELOPMENT DEPARTMENT**

100 Civic Center Drive
Newport Beach, California 92660

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newportbeachca.gov/communitydevelopment

Policy Memorandum – ADMIN 4

To: Building Division Staff
From: Samir Ghosn,
Deputy Community Development Director/Chief Building Official
Effective Date: **March 10, 2020** (*Original Effective Date: July 7, 1999*)
Regarding: **Complaints**

All complaints must be noted on the electronic data base and paper records. Complaints must be investigated by code enforcement officer, a building inspector or supervisory staff as deemed necessary by the Chief Building Official. A complaint closed without disposition will be considered as an open complaint.