

Department of Development and Environmental Services (DDES)

900 Oakesdale Avenue Southwest • Renton, Washington 98057-5212 • 206-296-6600 • TTY 206-296-7217

Complaints

• **FREQUENTLY ASKED QUESTIONS** •

**Visit the DDES Web site at
www.kingcounty.gov/permits
 for more information**

King County DDES has created customer information bulletins to inform the general public about the effect of codes and regulations on their projects. These bulletins are not intended to be complete statements of all laws and rules and should not be used as substitutes for them. If conflicts and questions arise, current codes and regulations are final authority. Because the codes and regulations may be revised or amended at any time, consult King County staff to be sure you understand all requirements before beginning work. It is the applicant's responsibility to ensure that the project meets all requirements of applicable codes and regulations.

 DDES Customer
 Information Bulletin #

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For alternate formats, call 206-296-6600.

Complaints regarding development, construction and/or environmental violations in unincorporated King County

This bulletin explains how to report a concern regarding violation of King County Code relating to building, zoning, construction, or land development in unincorporated King County.

A written complaint to the appropriate office is required, unless there is an emergency situation. See the section entitled, *How to File a Complaint*, for more information. Note that some of the telephone numbers listed in this bulletin are automated lines and will be answered by machines. These lines are closely monitored, however. Please leave a request and all pertinent information, and a call will be returned as soon as possible.

COMPLAINTS AT DDES	
Type of Complaint/ Violation	Responsible Section or Division and Telephone Number
Building With Incorrect Address	DDES Addressing (Administrative Services Division) 206-296-6628
Faulty New Building Construction	DDES Building Inspections (Building Services Division) 206-296-6600

COMPLAINTS AT DDES (Continued):	
Type of Complaint/ Violation	Responsible Section or Division and Telephone Number
<ul style="list-style-type: none"> ▪ Construction Without a Permit ▪ Complaints Relating To Shorelines ▪ Critical Areas Violations ▪ Dangerous Buildings ▪ Illegal Grading, Excavating, Landfilling, or Clearing ▪ Illegally Placed Mobile Homes or Other Factory-Assembled Structures ▪ Livestock Infractions; too many animals on property ▪ Open Wells and Other Hazardous Excavations ▪ Other Land Use Complaints, Hazards, or Nuisances (Other than noise) ▪ Oversized or Illegally Placed Signs ▪ Subdivision, Short Subdivision, or PUD Complaints (After development is completed) ▪ Substandard Housing ▪ Zoning Code Infractions 	DDES Code Enforcement Section (Building Services Division) 206-296-6680
Fire Hazard (such as hazardous materials, storage, arson, etc.)	DDES Fire Marshal (Building Services Division) 206-296-6675
Complaints Related To Development of a New Subdivision or Commercial Site Construction and Non-Utility Company Right-of-Way Work	DDES Land Use Inspection Section (Land Use Services Division) 206-296-6642

How To File a Complaint At DDES:

When there is an emergency, customers can direct calls to the numbers listed in the table above for the relevant type of complaint they wish to report. If calling after normal working hours or on the weekend, please leave a detailed message and calls will be returned in a timely manner.

In situations other than emergencies, it is most effective to file complaints in writing. Please include the address of the property where the violation has occurred or is occurring, provide directions if the location is hard to find, include the name of the property owner (if known), and describe the problem. Include a sketch of the property, if possible, and the address and telephone number of the person filing the complaint. Please note that any written complaint must be signed. Finally, mail or fax the complaint to the **DDES** at the following address:

King County Department of Development and Environmental Services
 900 Oakesdale Avenue SW
 Renton, WA 98057-5212
 Fax: 206-296-6614

Please Note: If customers submitting a complaint wish to remain anonymous, they may ask that their name be kept confidential.

What will DDES do about a complaint?

A staff member will investigate the complaint and, if there is a violation, will direct the violator to comply with the applicable King County Code. If the owner is unwilling or unable to correct the violation, King County has the authority to assess civil penalties against the owner and to correct the violation at the owner's expense.

The time frame in which investigations may occur varies because of a need for fairness, as well as due process of the law for all involved parties. Priority will be given to addressing the complaint itself. If time allows, King County DDES will advise the complainant about the outcome of the investigation.

What about complaints other than those pertinent to DDES?

Various King County agencies, as well as other state and local agencies, deal with other types of common complaints. These are listed in the following tables.

King County Department of Transportation Toll-free 1-800-KC Roads (24 hours)	
Type of Complaint/Violation	Responsible Agency and Telephone Number
Flooding (water drainage, retention, or runoff other than road related), Water Quality, and Erosion Problems	DNR Water and Land Resources Division 206-296-1900 Fax 206-296-0192
Maintenance of Existing Signs, Signals, and Pavement Markings, Including Brushing and Signal Malfunctions	Traffic Operations Section 206-296-8153 Fax 206-296-8198
Road Drainage and Maintenance Problems, Herbicide Spraying Along King County Roads, and/or Dumping On Right-of-Way	Roads Maintenance Section 206-296-8100 Fax 206-296-8198
Traffic Problems (congestion, requests for new signs, signals, pavement markings, or changes to existing signs and signals; sight obstruction)	Roads Traffic and Planning Section 206-296-6596 Fax 206-296-0176
Utility Company Working On Right-of-Way	Utility Inspection 206-296-8122 Fax 206-205-7092

Seattle-King County Department of Public Health	
For any of the problems listed in this table, contact the office nearest to complaint location.	
Sewage System Failures, Faulty Septic Tanks, Rodent and Vermin Infestations, Solid Waste Transfer Stations, Disposal Sites, Public Health Nuisances, and Water Supply (wells, flooding out of septic systems, etc.)	206-296-4932 Fax 206-296-4919
Noise Violations (stationary sources) (Also see Public Safety)	All Districts 206-296-4632 Toll-free 1-800-244-4512

King County Department of Public Safety	
For any calls to 911 inform the dispatcher the nature of the call is a <i>non-emergency</i> .	
Public Disturbances (noise in neighborhood vandalism, etc.)	King County Police 911 (Also see Public Health)
Abandoned Cars and Parking Problems On County Right-of-Way	King County Police 911 Abandoned Vehicle Hot Line 206-205-0969

King County Department of Executive Administration	
Stray Dogs, Cats, and Barking Dogs	Animal Control Section 206-296-7387

King County Department of Natural Resources and Parks	
Agricultural or Farm Practices Violations	206-296-7800
Complaints Regarding Flooding or Erosion	Water and Land Resources Division (Drainage Services) 206-296-1900
Hazardous Waste Complaints	206-263-3050
Water Pollution Complaints	206-296-1900

King County Ombudsman—Office of Citizen Complaints

Citizen Complaints About County Agencies, Actions or Interactions of King County Governmental Processes, and Violations of Code of Ethics

206-296-3452
Fax 206-296-0948

Other County Offices

General Information

206-296-0100
Toll free 1-800-325-6165
Fax 206-296-0198

Washington State Department of Labor and Industries

Construction Work Hours, Sanitation Problems (portable toilets, etc.), and Other Worker Safety and Health Problems

Seattle 206-281-5470
Tukwila 206-248-6630
Bellevue 425-990-1400

Washington State Department of Transportation

Traffic, Road, or Flooding Problems On State Designated Highways

Public Affairs Office 206-440-4697

Washington State Department of Ecology

Toxic Spills

Regional Office 425-649-7000
Fax 425-649-7098

Puget Sound Air Pollution Control Agency

Air Quality Issues (smoke, odors, etc.) For outdoor burning such as land clearing or yard waste, call local Fire Department station

Puget Sound Clean Air Agency
206-343-8800 or 1-800-552-3565

Information On Temporary Bans On Fires In Woodstoves, Fireplaces, Etc. (A recorded information message will be reached.)

1-800-595-4341

Other bulletins and telephone numbers that may be helpful

Bulletin 1	Building and Development Permit Telephone Numbers
Bulletin 6	Working With Contractors
Bulletin 8	Commercial and Multi-Family Building Permits
Bulletin 9	Obtaining a Residential Building Permit
Bulletin 9A	Express Processing For Small Projects
Bulletin 10	Residential Building On or Near Waterfront
Bulletin 12	Residential Building Permit Process
Bulletin 16	Shoreline Erosion Control
Bulletin 21	Critical Areas Review
Bulletin 25	Short Subdivisions
Bulletin 26	SEPA Process
Bulletin 27	Residential Energy Codes
Bulletin 28	Clearing and Grading Permits
Bulletin 37	Water Problems

These and other DDES bulletins are available via the department Web site at www.kingcounty.gov/permits.

206-296-6600	DDES Main Reception/Call Center
206-296-6797	DDES Permit Application Appointment Line
206-296-6696	DDES Records Center

Be sure to visit our Web site at:
www.kingcounty.gov/permits



King County complies with the Americans with Disabilities Act (ADA). If you require an accommodation to attend a meeting (two weeks' notice) or require this information in Braille, audiocassette, or large print, please call 206-296-6600 or TTY 206-296-7217.