

## **Somerville Licensing Commission**

### **Guideline on Public Complaints**

1. The Commission strives to ensure that all businesses and licensees are subject to fair, efficient and impartial enforcement of licensing laws under the Commission's jurisdiction.
2. If you see an illegal activity concerning a business or licensee, call the police department.
3. Members of the public may submit complaints or concerns to the Somerville Licensing Commission. The Commission may provide for a written complaint form which can be used by the public.
4. Upon receipt of a written complaint from a member of the public by the Licensing Commission, a copy shall be distributed to all Licensing Commission members. A copy shall also be forwarded to the Licensing Investigator for investigation and recommendation as to whether any further action should be considered.
5. The Licensing Investigator shall document his or her investigation and recommendation as to whether a hearing should be held before the Licensing Commission.
6. The Licensing Investigator shall forward a copy of his or her report as to the investigation and recommendation to the Licensing Commission Office Staff. If the Licensing Investigator recommends further action is warranted, a copy shall also be forwarded to the Law Department for review.
7. If action is taken by the Licensing Commission as a result of a complaint, the Commission shall notify the complainant in writing if contact information has been provided.
8. These are intended as guidelines only. They are not mandatory. The Commission may deviate from these guidelines as they deem appropriate. The Commission may amend these guidelines by a majority vote. The guidelines shall be interpreted consistent with all applicable laws and regulations.

**Somerville Licensing Commission**  
**Adopted: November 19, 2012**



**City of Somerville, Massachusetts  
Licensing Commission  
93 Highland Avenue  
Somerville, MA 02138**

**COMPLAINT FORM**

**Instructions:** The purpose of this form is to allow individuals to file complaints with the Somerville Licensing Commission relative to suspected violations concerning businesses licensed by the commission. To file a complaint, please complete this form and return it to the City of Somerville Licensing Commission Office.

Name of Licensee:

Business Name (d/b/a):

Address of Premises: Somerville, Mass.

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Date of Incident:

Time of Incident:

Type of Incident:

Sale of alcoholic beverages to underage individuals

Purchasing alcoholic beverages from an unauthorized source

Sale of alcoholic beverages to intoxicated individuals

Entertainment without license

Overcrowding

Illegal gambling

Other - Describe:

Provide detailed information relative to the suspected violation that is the subject of your complaint:

Please attach copies of any supporting documentation (i.e. receipts, pictures, advertisements, etc.)

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Your Information:

Print Name:

Signature:

Date:

Contact Information: