In compliance with the requirements of House Bill 252 and G.S. 160A-412, this document outlines the recommended procedure for resolution of a code dispute.

1. **Attempt to resolve the dispute with the Code Official.** Most disputes are the product of inadequate communication – if you’re concerned with the result of a code decision, request clarification and/or code documentation from the initial Code Official.

2. **Attempt to resolve the disagreement by contacting the Supervisor of the Code Official.** The initial Code Official is most familiar with your code issue – for the quickest path to resolution, we recommended you communicate with them before contacting a Supervisor. If you are unsatisfied with the outcome of a dispute with a Code Official, please contact the Code Officials Supervisor.
   a. A directory for Town of Cary Code Officials and their Supervisors can be found on our website under “Staff Contacts”

3. **Complete this form to request an internal review of the code decision.** If you are unsuccessful in resolving your Code Decision dispute after first communicating with the initial Code Official and then their supervisor, this formal process is available in compliance with House Bill 252
   a. [Submit a form to request an internal review of the code decision](#)
   b. The outcome of the code decision will be delivered in writing within five business days

Please contact carl.hunt@townofcary.org with questions regarding this process.