



# Site Plan Comment Resolution Process

Timeframe: 2-10 business days total from start to end

Applicants are eligible for the comment resolution process if they:

- identify a comment they believe is inappropriate, inaccurate or is in conflict with another comment; and,
- attempted to address the comment directly with applicable reviewer(s) or have contacted the applicable reviewer(s) and have been waiting to hear back for 3 business days

## 1 Request for Comment Resolution Submitted

The applicant submits their request through the Comment Resolution Request [web form](#).

## 2 Information Gathering

The Case Manager (CM) gathers additional information from the applicant about the comments to be addressed. The CM also confirms applicant has first contacted the applicable reviewer(s).

Has the applicant contacted the reviewer?

### 3 Yes ✓

The CM holds a meeting with the applicant, all applicable reviewers, and supervisors within 5 business days of the applicant's request. The applicant is present during this meeting.

### 3 No ✗

The CM advises the applicant to contact the applicable reviewer(s) before pursuing comment resolution. CM provides reviewer contact information to the applicant.

At this point the Comment Resolution Process is complete.

1-5 business days

## 4 Escalations

If comments are not resolved, applicant has the opportunity to escalate to department leadership.

Do all parties consider the issue resolved?

### 5 Yes ✓

The CM documents all decisions/ outcomes.

### 5 No ✗

The CM holds a meeting with all applicable reviewers, supervisors, and department decision makers.

## 6 Final Decision

A final decision will be made and communicated within 5 business days after the meeting with reviewers, supervisors, and department decision makers. The CM documents all decisions/ outcomes.

At this point the Comment Resolution Process is complete.

1-5 business days