



CITY OF WELLS CITIZEN COMPLAINT POLICY

POLICY:

When a citizen has a complaint about anything related to activities and responsibilities of the City, they shall file a complaint in writing using the approved form or via telephone. If a complaint is received via telephone, a complaint form will be filled out by City staff.

Anonymous complaints will not be considered as the City is not able to follow through on a complaint if contact information is not provided. This form will be provided by the City and is available on the City website or may be requested at City Hall. The complainants name is not considered public data and will not be publicly noted.

PROCEDURE:

1. The City Administrator will forward a completed form to the proper department or to the City Council for determination of what, if any, action shall be taken.
2. Anonymous complaints will not be considered valid and action will not be taken.
4. Once action has been taken, the Council may decline to address the same complaint more the once during a three month period of time.
5. Upon the completion of any said action, the complainant will be notified of action taken.



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Please select appropriate department:

- | | |
|---|---|
| <input type="checkbox"/> Street Department | <input type="checkbox"/> City Hall |
| <input type="checkbox"/> Fire Department | <input type="checkbox"/> Police Department |
| <input type="checkbox"/> Liquor Store | <input type="checkbox"/> Parks and Recreation |
| <input type="checkbox"/> Library | <input type="checkbox"/> Neighbor |
| <input type="checkbox"/> Other (please specify) _____ | |

All personal information will be kept strictly confidential

Complainant Name _____ Complainant Phone _____

Complainant Address _____ Complainant Email _____

Please indicate below your complaint or concern while also indicating location/address of complaint (if applicable):

Signature of Complainant _____ Date _____

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Office Use Only

Date Received _____ Resolved: Yes No Pending: Yes No

Action Taken _____