



POLICY

COMPLAINTS AGAINST CITY / CITY EMPLOYEES

February, 1996

1. If an individual or a group wishes to file a complaint against the City or a City employee, a written complaint will be requested from the person(s) in question.
2. If a written complaint is completed, it will be forwarded immediately to the City Manager's office.
 - a) If the complaint is in regard to a department policy / procedure or a city-wide policy / procedure, the City Manager will assign it to the appropriate department head and request a written report within 15 work days.
 - b) If the complaint is in regard to a City employee, the City Manager will assign it to the appropriate department head for investigation and will request a written report within 15 work days.
 - c) If the complaint is against a department head, the City Manager will investigate and prepare a written report. A copy will be given to the department head.
3. Complaints against individual employees or a department head will be kept confidential to the maximum extent possible. If the City Manager deems it advisable, the City Council will be informed. If disciplinary action is likely, the procedure contained in the City Personnel Policy and Handbook Manual will be followed.
4. If the complainant wishes to remain anonymous, that wish will be honored.

DATE: _____

TO: City Manager

FROM: Name: _____

Address: _____

Phone: _____

(This information is optional;
however, lack of it could hamper or negate possibility of redressing the problem.)

SUBJECT: Complaint concerning: _____

(Name of City Employee)

(City Policy)

(City Procedure)

Date the incident occurred: _____ at approximately

_____;
(time) (location)

Describe the incident in your own words:

Suggestion of how the complaint might be resolved:

-----**Do Not Write Below This Line**-----

DATE: _____

TO: _____

FROM: City Manager

RE: Complaint Investigation

Please investigate this complaint and prepare a written report of findings and corrective action taken. Return this form with the report to my office within 15 working days from today.