

City of Strawberry Point, Iowa

Citizen Complaint Policy

Resolution No. 09-28

The purpose of this policy is to provide procedures for processing and resolving complaints. The City strives to maintain quality of services, improve relationships between City employees, City Council members, Mayor and the citizens. It is the policy of the City to accept, investigate, and resolve complaints. When appropriate, effective action will be taken to address and correct the complaint.

Complaint Procedure

- The complaint should be filed on the Complaint Form. If the complaint is not filed on the form provided by the City, it should be in writing and contain the following information:
 - Name, address, and phone number of the person filing complaint
 - City department and/or employee involved in alleged complaint
 - Description of the complaint
 - Action being sought by complainant
 - Signature of the complainant and the date the complaint is filed
- ❖ *Anonymous complaints will be discarded*

The complaint will be reviewed thoroughly and then forwarded to the appropriate person. If the complaint is against a particular department head, the complaint will be forwarded to the Mayor. A copy of the complaint will be scanned to the City Council for review.

Once the complaint has been referred to the appropriate department, the complaint will be addressed. Once it has been addressed the complaint form or letter will be signed by the person handling the complaint. The complaint form or letter will then be returned to City Hall. A copy of the completed complaint form will be mailed to the complainant and a copy will be scanned to the City Council for their information.

If the complaint is about a specific employee the complaint will first be forwarded to the employee's direct supervisor. If the complaint is about a department head, the complaint will be forwarded to the Mayor. The Mayor will make the recommendation as to how the complaint handling will proceed. If legal counsel is required, the Mayor or City Administrator will consult the City Attorney. If a closed session is required, the Mayor may call a special meeting with Council. If disciplinary action is required, the disciplinary procedures laid out in the employee handbook will be followed.

Passed and approved 19 day of August, 2009.

Dale H. Fox
Mayor, Dale Fox

ATTEST:

Deanna Dement
City Administrator, Deanna Dement