

## Complaint / Request for Service Procedure

1. Citizen or alderperson's complaint or request for service is received.
2. A Complaint or Request for Service form (copy attached) is filled out with the following information included:

**Date:** Date complaint or request was received  
**Referred to:** Department/s involved in addressing the complaint or request  
**Referred by:** The name of the person that received the complaint or request and/or took part in the conversation  
**Name:** Name of person with complaint or request  
**Address:** Address of the complainant or requester  
**Phone No.:** Telephone number of the complainant or requester  
**Email Address:** Email address of the complainant or requester  
**Nature of Complaint or Request for Service:**  
Describe the complaint or request for service, providing as much detail as possible to assist the department when working to resolve the issue.

3. Complaint or request form is given to the receptionist.

The complaint or request for service is logged and a copy of the form is forwarded to the proper department(s) for resolution. A copy is also retained for follow-up as needed.

4. The receptionist contacts the complainant or requester informing them that their complaint or request has been received and identifying which department will be working with them to resolve their issue.
5. Department/s involved will inspect/review the complaint or request identified and take the appropriate action. This may necessitate contact of or visit to the complainant or requester to acquire the additional information required to resolve their issue.
6. The resolution section of the form is then filled out by the employee working with the complainant or requester. The Department Head reviews, approves and signs the form, as appropriate.
7. Department/s working to resolve the complaint or request should make a follow-up contact informing complainant or requester of the action that was taken concerning their issue. A copy of any letters, along with the completed form denoting any other contact information, should be returned to the receptionist who will update the computer log pertaining to the/ complaint or request. A Department Head may request that the receptionist perform the follow-up contact and this follow-up should be duly noted on the bottom of the form.
8. Complaint or Request for Service forms are kept on file for 1 (one) year. At this time, the complaint / request log file is kept in the computer indefinitely.