

City of Greenbush

Citizen Complaint or Statement of Concern

Please select the area in which this complaint or statement concerns:

- | | |
|--|---|
| <input type="checkbox"/> City Hall | <input type="checkbox"/> Fire Department |
| <input type="checkbox"/> Police Department | <input type="checkbox"/> Parks and Recreation |
| <input type="checkbox"/> Water | <input type="checkbox"/> Sewer |
| <input type="checkbox"/> Garbage | <input type="checkbox"/> Other (please specify) _____ |

All personal information will be kept strictly confidential

Name _____ Phone _____

Address _____

Please indicate below your complaint or concern:

Suggestion on how to handle the situation:

Signature of Complainant _____

.....
Office Use Only

Date Council Received _____

Action To Be Taken _____

City of Greenbush

Complaint or Statement of Concern Policy

POLICY:

When a citizen has a complaint about anything related to activities and responsibilities of the City, they shall file a signed complaint in writing. This form will be provided by the City and may be requested at the City Office. The form may be dropped off, sent by US Mail, or by e-mail. The complainants name is not considered public data and will not be publicly noted.

1. All complaints must be turned in using the attached form. If the form is not signed the complaint will not be acknowledged. Telephone complaints will not be accepted.
2. All complaints will be taken to the next council meeting.
3. Council will decide how to handle each complaint.
4. The complainant will be notified as to what action council took.
5. Once action has been taken, the Council may decline to address the same complaint more than once during a three month period of time.

This policy was adopted by council on September 20, 2010.