

City of Fountain

Fountain Citizen Complaint 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 City Hall. The form can be dropped off, sent by US Mail, or by e-mail. The complainant's name is not considered public data and will not be publicly noted.

PROCEDURE:

1. The City Clerk/Treasurer 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. Telephone complaints will not be accepted.
3. 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 than once during a three month period of time.
5. Any complaints regarding the conduct or job performance of a City employee shall be given to the Mayor or any Council Member. No complaints against City employees by members of the public shall be addressed at an open meeting unless the employee requests it. If Council determines discipline is appropriate, any future meetings regarding the discipline may be open.
6. Upon the completion of any said action, the complainant will be notified of action taken.

Policy adopted by the Fountain City Council on June 7, 2012.