

VILLAGE OF MOUNT HOREB
COMPLAINT POLICY

1.0 PURPOSE:

The purpose of this policy is to provide guidance to the Village Board, Administrator, Village staff, and citizens of the Village of Mount Horeb for processing and filing complaints. The Village strives to maintain quality of services, improve relationships between Village employees, Village Board members, the Administrator and citizens.

2.0 ORGANIZATIONS AFFECTED:

This policy applies to all Village of Mount Horeb departments, divisions, offices, boards, commissions, committees, Village employees, and Village citizens.

3.0 POLICY:

It is the policy of the Village to accept and investigate written complaints as described in this policy, and to assure compliance in accordance with Village Policies and Ordinances.

DEFINITION OF A COMPLAINT:

4.0 It is important to recognize the difference between a complaint and a suggestion, observation, question, neighbor dispute, or simply a call pointing out a hazard or safety issue. Any citizen or employee of the Village of Mount Horeb can file a complaint against another citizen, the Village, a Village employee or an elected official. The elected official or staff member fielding the complaint will need to determine whether or not a complaint exists.

5.0 FILING A COMPLAINT:

It is necessary for the complainant to fill out a Complaint Form which can be provided by any Village staff member. Complaints will be considered hearsay if a formal complaint form is not completed and signed. Unsubstantiated complaints such as anonymous phone calls, letters, or e-mails will warrant no action by the Administrator, Village Board or staff. The form must include a description of the complaint and be signed and dated by the individual filing the complaint. The Village Administrator or his or her designee must also sign and date the complaint form. A copy of the completed complaint form will be mailed to the complainant and copies will be made for the Village Board for their information. The original completed complaint form will be filed at the Municipal Building.

6.0 COMPLAINT RESPONSE PROCESS:

All complaint forms filled out will be turned over to the Village Administrator who will determine the validity of the complaint. Once determined a valid complaint, the Village Administrator, or his or her designee, will communicate to the complainant, in a reasonable amount of time, the course of action. The person following up on the complaint and the date of follow-up, when that occurs, should also be noted on the complaint form. Matters not found to be substantiated by Village Code or employee handbook will be dismissed without action. Complainants will be notified of the Village's decision not to pursue a complaint and the reason via mailed letter.

7.0 RESERVATION OF RIGHTS:

This complaint policy is intended to create orderly guidelines for processing various routine complaint issues. The Village reserves the right to proceed differently than described in this policy if the Village Administrator or Village Board find different action is appropriate.

8.0 CONFLICTS:

Where this policy conflicts with applicable federal, State or Village laws, codes, ordinances or other lawful regulations, such applicable laws shall control.



VILLAGE OF MOUNT HOREB COMPLAINT FORM

138 E Main Street, Mount Horeb WI 53572
Phone (608) 437-6884 Fax (608) 437-3190

Please complete this form to assist the Village in investigating your complaint. Please note this form is a public record and subject to open records requests. The Village will protect the anonymity of the person filing the complaint to the extent possible under Wisconsin Open Records laws.

Name: _____ Date: _____

Address: _____ Phone number: _____

If requested, will you attend a Village Board meeting to explain your complaint? (circle) Yes No

If no, please explain why: _____

Nature of complaint (include the date, time, place, and facts of your complaint):

Explain how you feel the complaint should be resolved:

Should a citation be issued, you may be required to testify to the above complaint in a court of law. Do you agree to so testify? (circle) Yes No

Signature: _____ Date: _____

All complaints must be signed and dated to be considered valid.

Village Hall Office Use Only

Received by: _____ Date: _____

Copied to: _____ Date: _____

Administrator's signature: _____ Date: _____

Follow up completed by: _____ Date: _____

Comments: _____