

APPENDIX H

City of Rhineland Citizen Complaint Policy/Procedure

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Policy Source:
City of Rhineland

Special Instructions:

The purpose of this policy is to establish the City's procedure for filing, processing, and resolving a complaint filed by a citizen about service or other concern.

I. POLICY

It is the City's policy to acknowledge and investigate all complaints received. The complainant shall be notified, in writing, by the City confirming receipt of the complaint and after the investigation.

II. PROCEDURES

The following steps will be followed upon receipt of a citizen complaint.

1. A Complainant must file a complaint by completing the Citizen Complaint Form located on the City's website or obtain the form in-person at City Hall. No action will be taken if a Complainant fails to provide contact information.
2. The complaint shall be logged in the City Administrator's office. The complaint form will be forwarded to the appropriate department for investigation.
3. The Complainant will receive an electronic confirmation of the complaint upon submission.
4. A City representative assigned the investigation of the complaint will review the matter, recommend corrective action or resolution, if necessary
5. A written notification will be made to the Complainant when the investigation is complete, and all necessary action has been taken by the City, as deemed necessary.

CITY OF RHINELANDER

CITIZENS COMPLAINT FORM

Please PRINT clearly.

Name of Complainant	Date
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Address	Phone #
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Email

NATURE OF COMPLAINT

Please return form to: cityadministrator@rhinelandercityhall.org

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Signature of Complainant	Date
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