

Appendix H

City of Rhinelander Citizen Complaint Policy/Procedure		
Issue Date: September 3, 2014	Revision(s): March 4, 2021	Pages: 2
Policy Source: City of Rhinelander		
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.
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.
6. Citizen Complaint forms will be kept on file for seven years.

**CITY OF RHINELANDER
COMPLAINT OR REQUEST FOR SERVICE**

Date:	Time Received:
Referral:	Referred By:
Name of Complainant:	
Address:	
Telephone:	E-mail:
NATURE OF COMPLAINT, CONCERN OR REQUEST FOR SERVICE:	
RESOLUTION	
Staff Member Investigating Complaint:	Date:
Department Head Signature:	Date:
Please return form to: cityadministrator@rhinelanderwi.us	
Was a follow-up letter, e-mail or phone call made to the complainant?	Yes No
Is a follow-up letter required?	Yes No