

TOWN OF MEXICO  
POLICY  
ON  
COMPLAINTS OR SERVICE REQUESTS

POLICY

All citizens and taxpayers have a right to register complaints or request services from the Town.

PURPOSE

This policy establishes a procedure for insuring that citizens complaints or requests receive fair consideration and timely disposition of their complaint or request.

A form for recording the complaint or service request shall be utilized, also a form log shall be kept.

PROCEDURE

- 1) A complaint/service request form shall be initiated providing the information required on the top section of the form.
- 2) The form number shall be entered on a log along with the Citizens name and address and a copy shall be made at this time for the files.
- 3) The original will be given to the Town Manager for appropriate action. If the Manager refers the complaint/request to another department, he shall follow up at reasonable intervals to determine the progress on the disposition of the complaint/request. In any event, follow up should be done no less than weekly.
- 3A) If the complaint is against the Town Manager, then the original copy of the complaint will go to the Town Manager and a copy of the complaint will go to the Board of Selectmen.
- 4) When the complaint/request has been addressed as well as possible, the final disposition shall be described on the form and the citizen notified as to the disposition of the complaint/request, and the citizen shall also be informed that if they are not satisfied, they may appeal in writing to the Board of Selectmen.
- 5) The original completed form shall be filed in the town office and the copy removed. The date of disposition and citizen notification shall be entered on the log.

EFFECTIVE OCTOBER 26, 1992 SELECTMEN'S MEETING

Town of Mexico  
SERVICE/COMPLAINT FORM

Date of Request/Complaint \_\_\_\_\_ No. \_\_\_\_\_  
Received \_\_\_\_\_  
From \_\_\_\_\_

Address \_\_\_\_\_ ( phone) \_\_\_\_\_

Rec'd via Person /\_/ Phone /\_/ Letter /\_/

Complete Description of Request/Complaint \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MANAGER

Person/Dept. Assigned to \_\_\_\_\_

Related Historical Data \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DISPOSITION/RESOLUTION

Date \_\_\_\_\_

- /\_/ Work order issued
- /\_/ No Action Taken
- /\_/ Action Taken

Explanation Always Necessary  
(Explain Below)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

/\_/ Citizen Notified - \_\_\_\_\_  
(Date)

Attach any pertinent data

