

Town of Mexico COMPLAINT POLICY

The purpose of the Town of Mexico complaint policy is to provide citizens an avenue to present complaints or to present concerns. This policy is intended to take these items seriously while simultaneously ensuring staff do not spend unwarranted time reviewing simple actions: for example: differences between neighbors, or other frivolous actions.

All complaints must in writing, signed by the person making a complaint and presented to the Town Office, submitted in person, or received by U.S. Mail. No complaints shall be discussed that do not adhere to this policy. This policy does not apply to verbal or telephone safety notifications of road, building or property issues, or emergencies.

A complaint form shall be utilized to obtain the person's name, contact information, a brief description of the complaint and the person's signature indicating that they concur with the complaint summary.

Office employees are not expected to provide hearing of the complaint at any point or provide resolution outside of their office duties or authorizations. Employees are to take the limited time necessary only to ascertain the nature of the complaint for logging purposes. Citizens with non-employee concerns or complaints are also invited to attend Select Board meetings to more fully explain the details; however, due to the nature of these business meetings, the Chair reserves the right to limit time for comments. It is the Select Board's policy that this will allow our limited staff resources the time necessary to fulfill priority work activities while still receiving complaints and referring them to the Select Board for consideration and possible action.

A person may request a copy of the submitted complaint once it has been received, dated and initialed by an Town office employee. The original will be given to the Town Manager for review and appropriate action. If the Town Manager refers the complaint to another department, s/he shall follow up at reasonable intervals to determine the progress on the disposition of the complaint. In any event, follow up should be done no less than weekly.

If the complaint is against the Town Manager, then the original copy of the complaint will go to the Town Manager and a copy will be given to the Chairman, Board of Selectmen for disposition.

When the complaint has been addressed as well as possible, the final disposition shall be described on the form and the submitter notified as to the disposition of the complaint. In a case where the the citizen is not satisfied, they may appeal in writing to the Board of Selectmen.

Upon disposition of the complaint shall be filed in the Town office and the copy removed. The date of disposition and citizen notification shall be entered in the correspondence log.

Town of Mexico Complaint Form
Please Complete with Applicable Information

Date: _____ Time: _____ Map: _____ Lot: _____

Location of Complaint: _____

Name of Complainant: _____

Address: _____

Contact Number: _____

Complaint: _____

Signature: _____

Date: ____/____/____ Telephone _____

Resolution: _____

Signature/Title: _____ Date/Time: _____

Department Assigned:
 Assessing _____ Building/Zoning _____ Fire Dept _____ Health _____ Planning Dept _____ Police Dept _____
 Public Works _____ Selectmen _____ Town Clerk/Tax Collector _____ Other _____ Recreation _____