



## **COMPLAINT POLICY**

The purpose of this policy is to provide guidance to the city council, mayor, city staff, citizens of Ovilla and any individual for processing and filing complaints.

The City strives to maintain quality of services and to improve relationships between City employees, citizens, and individuals. It is the policy of the City to accept, investigate, and resolve complaints. When appropriate, effective action will be taken to address and correct the complaint.

### **Types of Complaints**

- 1) Infractions Complaint
  - A citizen's complaint against a fellow citizen because he or she feels a City ordinance is being violated.
- 2) Non- Infractions Complaint
  - A complaint against the City because of what an individual feels is inaction on an inappropriate response to a situation.
- 3) Misconduct Complaint
  - A complaint by a citizen or individual against a city employee or an elected official.
  - A complaint by a city employee against another employee, a citizen or an elected official.

### **Who Can File a Complaint?**

Any citizen, employee of the City of Ovilla, and any individual can file a complaint. All complaints will be filed with the City Manager.

### **Filing a Complaint**

It is required for the complainant to fill out a Complaint Form. A Complaint Form is included with this policy and is available at City Hall and on the City web site.

Complaints will be unsubstantiated if a Complaint Form is not completed. Unsubstantiated complaints will warrant no action by the City Manager.

### **Responding to a Complaint**

All complaint forms will be turned over to the City Manager who will determine the validity of the complaint. Once determined, the City Manager will communicate to the complainant the course of action, if any, that will be taken. Matters not found to be valid will be dismissed without action.



TODAY'S DATE:

# CITY OF OVILLA Complaint Form

## **Complainant Information** (Please Print)

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Hm. Phone: \_\_\_\_\_ Wk. Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Hm. E-Mail: \_\_\_\_\_ Wk. E-Mail: \_\_\_\_\_

## **Complaint:**

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<b><u>Routing/Date</u></b>	<b>Administration Use Only <u>Action</u></b>	<b><u>Disposition</u></b>
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