

# **TOWN OF DENMARK**

## **POLICY FOR ACCEPTANCE OF COMPLAINTS TO MUNICIPAL OFFICIALS**

### **PURPOSE**

It is recognized that from time to time officials employed by the Town of Denmark receive complaints from members of the public in regard to Town operations, practices, and ordinance violations. The purpose of this policy is to provide for the proper and orderly investigation of these complaints by the Town of Denmark. This policy is intended to ensure that a written record is generated for all reports concerning municipal operations, practices, and ordinance violations.

### **AUTHORITY**

The Selectmen are the duly authorized, elected and sworn municipal officers of the Town Of Denmark and hereby are responsible for making policy regarding day to day operations of the Town. The Board is also responsible for appointing and supervising numerous individuals to various boards, committees and municipal positions within the Town of Denmark.

### **SCOPE**

This policy applies to all complaints received by officials appointed by the Denmark Board of Selectmen or the Town Manager, and to be investigated by the Town Manager and/or his designee.

### **DEFINITIONS**

#### **Complainant**

A person who makes a complaint to a town official in regard to alleged violation of an ordinance.

#### **Complaint**

An inquiry, allegation, statement, or other form of communication disputing or concerning an operation, practice, or ordinance violation of the Town of Denmark.

### **STANDARDS**

#### **Written Complaint**

For each instance of a complaint, either by appointed or elected officials or by a member of the public, a written document will be generated either by, or on behalf of, the complainant. In the event of a telephone call received by a complainant, a hand-written or computer generated document shall be generated and signed by said official. The complaint shall identify the following:

- Date the complaint was received
- Time the complaint was received
- Person(s) making the complaint
- Nature of the complaint
- The name (if known) of the alleged violator
- Location of the alleged offense
- Contact information for the person making the complaint including (if applicable) address, telephone number(s), e-mail address. At least one form of contact information must be provided.

### **No Anonymous Complaints**

Elected and appointed officials shall **not** accept complaints from anonymous sources. If a complaint is received by elected or appointed officials, and a person does not wish to reveal their name, then the complaint will either not be forwarded to the proper investigatory official or if it is forwarded, the complainant will be considered to be the elected or appointed official who forwards that complaint. The basis for this standard is that a person accused of committing a violation has the right to know who their accuser is.

### **Form Available**

The Denmark Town Office shall generate a paper form for complainants to make written complaints and submit them to the proper officials. The form shall contain, at a minimum, spaces to fill in the items listed in the **Written Complaint** section above.

### **Follow Up**

The town official to whom the written complaint is forwarded shall investigate all written complaints and shall issue a written report in regard to the investigation. A copy of that report will be forwarded to the Board of Selectmen, put on file for the required period of time as defined by state statute, and a copy of the investigation report sent to the complainant and the alleged violator.

### **SEVERABILITY**

If any provision of this policy or the application hereof to any person or circumstances is held invalid, this invalidity does not affect other provisions or applications of this policy which can be given effect without the invalid provision or application, and for this purpose the provisions of this policy is severable.

**This policy is enacted on October 26, 2009 by the Denmark Board of Selectmen.**

NATURE OF COMPLAINT: