



CITIZEN COMPLAINT POLICY

When a citizen has a complaint they want to register, they must file the complaint **in writing**, on a form to be provided by the City. The form is available at City Hall, or can be sent by US Mail or be filled out online at www.newrichlandmn.gov. Once signed and completed, the form will then be forwarded to the proper department and Council Liaison for determination what, if any, action shall be taken. Upon determined, the complainant will be notified of the action taken. The Council shall be provided a copy of the completed and signed complaint form and its subsequent resolution.

Persons refusing to file a signed complaint will have their complaint heard, but no action may be taken.



CITIZEN COMPLAINT FORM

Please select the area in which this complaint concerns:

- Neighbor/Resident of City
- Fire Department
- Street Department
- Ambulance Department
- Other (please specify) _____
- City Hall
- Library
- Water Department
- Police Department

Notice under the Minnesota Government Data Practices Act: The City of New Richland collects your personal information on this form to help investigate the complaint and inform you of the results. The data from this form will be used by the City Administrator or the person who is investigating the complaint on behalf of the City. Your personal information will be kept confidential and will not be disclosed to the person about whom you are complaining. You are not required to provide any personal information, but this may prevent the City from investigating your complaint and/or informing you of the results.

Complainant's Name _____ Phone _____

Complainant's Address _____

Please indicate below your complaint or concern:

Signature of Complainant _____

.....

Office Use Only

Date Received _____ Resolved: Yes No Pending: Yes No

Action Taken _____

Date of Response to Complainant _____

Date Given to City Council _____