

RESOLUTION #4-2024

FORMAL COMPLAINT PROCESS

WHEREAS, the Administrative Committee has recommended a Formal Complaint Process to help track and respond to serious complaints submitted by residents and citizens.

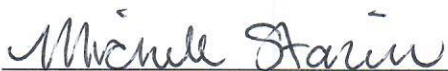
NOW THEREFORE BE IT RESOLVED, that the Town Board approves the establishment of a Formal Complaint Process subject to the following steps:

1. The formal complaint must be in writing and must provide details of the alleged offense, the date and time of the alleged offense, and the names and addresses of the offending party(ies), if known. The formal complaint must include the outcome the complainant is seeking in order to resolve their complaint and it must be signed by the complainant.
2. The formal complaint will be signed and dated by the received person.
3. After completing the formal complaint, the receiving person will log the complaint.
4. After logging the complaint, the receiving person will notify the offending party(ies) if known.
5. After logging the formal complaint, it will be forwarded to the Committee of the Whole for discussion. The Committee of the Whole will discuss it at the next meeting, and it will be decided if action needs to be taken at a Town Board Meeting.
6. If the formal complaint is brought to the Town Board Meeting any action or resolution taken will be recorded on the formal complaint form and signed by the Town Chair.
7. Following the signature by the Town Chair, the receiving person will log any action or resolution taken.
8. Finally, the receiving person will send the resolution back to the complainant.

Dated this 16th day of April, 2024


Mary Knipper, Town Chair

Ayes 5 Noes 0

Attest: 
Michele Starin, Town Clerk