

City of Carlos Citizen Complaint Policy/Form

CITY OF CARLOS Citizen Complaint Form

DATE: _____ NAME: _____

ADDRESS: _____ PHONE: _____

Notice under the Minnesota Government Data Practices Act: The City of Carlos 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 Clerk 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.

Please describe below your complaint/concern/request/suggestion:

SIGNATURE: _____

-----THIS SECTION FOR CITY USE ONLY-----

DATE RECEIVED: _____ REFERRED TO: _____

RESOLVED: Yes No PENDING: Yes No

COMMENTS: _____

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POLICY

When a Carlos citizen or business owner wishes to file a formal complaint about anything related to activities and responsibilities of the City, they may file a signed complaint in writing. This form will be provided by the City and may be requested at City Hall. The form can be dropped off, sent by US Mail, or by e-mail. The complainant's identity is not considered public data and will not be publicly noted.

PROCEDURE

1. The City Clerk will forward a completed Citizen Complaint Form to the appropriate department head or to the City Council for determination of what, if any, action shall be taken.
2. Formal complaints will not be accepted by telephone.
3. Formal complaints that are submitted anonymously will not be considered valid and action will not be taken.
4. Complaint Forms submitted by persons who are not citizens of Carlos nor Carlos business owners will be brought to the City Council for determination of what, if any, action shall be taken.
5. Once action has been taken, the Council may decline to address the same complaint more than once during a three month period of time.
6. Upon the completion of any said action, the complainant will be notified of action taken.

Policy Adopted by the Carlos City Council this 11th day of July, 2019.