

TOWN OF CAMPTON COMPLAINT POLICY

The purpose of this policy is to create a formal complaint process and procedure for the Town. This procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

A formal complaint may be submitted by a Town resident, employee or vendor. *It must be completed in writing* on a standard Town complaint form, available on the Town web site, or at the Town Offices, and submitted to the Town Offices. It may be submitted by email, letter, FAX, or in person to the Administrative Assistant, or presented to the Board of Selectmen at their regularly scheduled Selectmen's Meeting. It is important that the complainant be able to provide as much specific information as possible about the situation, including who is involved, what happened, when it happened, how it happened and where it happened.

Every effort will be made to keep the complaint confidential, when requested by the complainant; however, in some instances this may not be possible. If the requested confidentiality cannot be kept, the complainant will be notified, and given the option of canceling the complaint.

All complaints will be reviewed and prioritized in the following order:

- Emergency – Immediate action required
- Health and safety – Addressed within 5 working days
- Other – Addressed within 10 working days
- A complaint rising to a criminal level will be referred to the Police Department

The Town will use its best efforts to address complaints within time periods set forth above, but it reserves the right to extend those response periods depending upon the circumstances surrounding the complaint.

The Department Head responsible for the "area of complaint" will be notified and the complaint investigation will begin.

Dismissal of a Complaint: A complaint may be dismissed for the following reasons:

- The Complainant requests the withdrawal of the complaint.
- The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The Complainant cannot be located after reasonable attempts.
- It is discovered that the Complainant provided false information.

The Complainant's responsibility:

- Bring their complaint, **in writing**, to the Town's attention
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Provide additional information if requested by the Town
- Allow the Town a reasonable time to deal with the matter
- Recognize that some circumstances may be beyond the Town's control

The Town's responsibility:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate