



TOWN OF CAMPTON COMPLAINT POLICY Reviewed 9.6.2022

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 in the form of a letter or on a standard Town complaint form submitted to the Town Administrator by mail, in person, fax, or email. The complaint form is available on the website or at the Board of Selectmen's office.* 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 the 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. If the complaint has merit and the Department Head has been unable to resolve the matter in a reasonable length of time, the Town Administrator will bring the matter to the attention of the Board of Selectmen for resolution.

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

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.

TOWN OF CAMPTON COMPLAINT FORM

Date: _____

Print Name: _____

Home Phone: (____) _____ - _____

Work/Day Phone: (____) _____ - _____

Address: _____

Email Address: _____

Date of Subject Complaint: _____

Address/Location of Violation(s): _____

Subject(s) of Complaint:

Request my name be kept confidential:

(Continue on a separate sheet if needed)

Signature of Complainant

× _____

FOR MUNICIPAL USE ONLY – DO NOT WRITE BELOW THIS LINE

Date Received: _____ Initials: _____

Corrective Action Taken:

Date addressed: _____ Initials: _____

Reviewed by:

Board of Selectmen

Date: _____