

AR 07-02

AN ADMINISTRATIVE REGULATION GOVERNING  
CITIZEN COMPLAINTS

Section 1. – Purpose

The City needs a uniform system of documenting citizen complaints to insure employee accountability, timely response and standardized documentation. Efficient use of employee time devoted to this system is important.

Section 2. – Complaint e-mail documentation

The department taking the complaint shall either (1) respond directly to the citizen; (2) generate an e-mail to the employee they feel is most appropriate to respond to the citizen; or (3) refer the Citizen to an outside agency. All three categories of complaints shall result in e-mail documentation as described below:


- 1) Direct citizen response. The department has the option of responding to the citizen via e-mail or verbally (either in person or telephonically). If the department elects to respond to the citizen via e-mail the City Manager's office shall be copied in on the e-mail to the citizen. If the department responds verbally they shall document the response in an e-mail to the City Manager's office ASAP. The information transmitted to the City Manager's office shall include (a) date of complaint; (b) citizen name, address, phone number and or e-mail address; (c) employee(s) involved; (d) vehicle(s) involved; (e) details of complaint and (f) resolution. The responding department is free to respond to the complaint via e-mail and forward the response to the City Manager's office with any of the items a-f above that they do not want to include in the portion of the e-mail sent to the complaining citizen.
- 2) Inter City referral. The referring department shall either (1) refer the complaint via e-mail with a copy to the City Manager's office; or (2) refer the citizen to the proper department telephonically and e-mail the City Manager's office. When the proper responding department is located that department shall have the responsibility for complying with the requirements of Section 2-1 above.
- 3) Outside agency referral. A brief e-mail shall be sent to the City Manager's office documenting the referral.

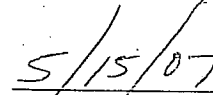
Section 3. – Master Complaint File & Reporting Responsibility

The City Manager's office shall maintain a master file of all complaints, responses and referrals as documented in Section 2. The City Manager's office shall also have the responsibility of preparing any complaint analysis requested by the City Commission. All required communication to the City Manager's office shall be sent to the Executive Assistant.

Section 4. – Exemptions

Any complaint involving a certified Police Officer that is subject to the internal affairs investigation procedures of the Police Department is exempt from the requirements of this administrative regulation.

  
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Dan Dible, City Manager

  
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Date