

AN ADMINISTRATIVE REGULATION
INITIATING A REPORTING POLICY FOR CITIZEN COMPLAINTS

Section 1. Purpose

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

Section 2. Policy

- Give the customer more than expected.
- Do it cheerfully!
- Always follow-up, respond and return calls.
- No false promises! Not every complaint can be solved.
- No referrals! Exception is made only if the City Department Head cannot solve the problem.

ONE-STOP SHOP For non-utility billing and non-police complaints, a **311 complaint** line has been established to ring to at least three phones so that the system doesn't stop when one person is absent. An e-mail address; complaints@hobbsnm.org is also available.

Walk-in complaints will be logged on the attached complaint form, copy to be sent to the Legal Secretary and handled in the same manner as a telephone call.

DOCUMENTATION - If complaint is not settled immediately, it should be logged into the central data base and then the appropriate City Department Head contacted by the City person receiving the complaint.

FOLLOW-UP - That Department Head is to respond directly to the complainant and the City complaint line as to when or if the complaint can be solved. Each complaint is to be monitored for progress by one of at least three staff assigned respectfully to each category. The City complaint person assigned to that particular category of complaints is to verify satisfactory resolution with the original complainant. Complaints against city employees will be logged and monitored by the City Personnel office, and not shown on the central log of other complaints.

RESOLUTION - The item shall not be logged as closed out or complete until confirmed by the original complainant or informed by the department head that the problem cannot or will not be solved.

Section 3. Complaint Log Responsibility

The Legal Secretary's office shall maintain a master log of all complaints, responses, referrals and closures as documented in Section 2. The Legal Secretary's office shall also have the responsibility of preparing any complaint analysis requested by the City Manager or City Commission.

Section 4. Exemptions

Police

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 and should be reported to 397-9359.

Utilities

Complaints regarding City water, sewer or solid waste, billing/services must be made directly to the City Utility Department at 397-9216.

This Administrative Regulation supercedes AR 07-02.


Eric Honeyfield, City Manager

12.04.07
Date