



TOWN OF PLYMOUTH

POLICY: PROCESSING OF CITIZEN REQUESTS/COMPLAINTS

BOS/86/02/R00

Approved: July 1, 1986

Effective: July 1, 1986

1.0 PURPOSE

The purpose of this policy is to establish a standardized process by which citizen requests and complaints are processed by town departments in cooperation with the Board of Selectmen and ~~Executive Secretary~~ **Town Manager**. The goal of the policy is to improve the efficiency of Town departments as it relates to citizen complaints, and to allow the Board of Selectmen to concentrate its efforts on issues relating to overall town affairs and policy.

2.0 POLICY GUIDELINES

- 2.1 Citizen requests or complaints relating to customary town operations shall normally be directed to the department head responsible for the matter at hand.
- 2.2 Upon receipt of such request or complaint, the department head shall review and take appropriate action relative to the matter provided such resolution is consistent with town policy, local by-law or state statute, and shall communicate such recommended action to the individual who raised the request or complaint in a prompt manner. If needed, the department head shall clarify town policy with the ~~Executive Secretary~~ **Town Manager** prior to rendering a decision.
- 2.3 If action taken on the department level is not satisfactory to resolve the request or complaint, the individual shall be directed to contact the ~~Executive Secretary~~ **Town Manager**. The ~~Executive Secretary~~ **Town Manager**, working with the department head, shall attempt to resolve the matter if such resolution is consistent with town policy. The

~~Executive Secretary's~~ **Town Manager's** recommended course of action shall be communicated to the individual who raised the request or complaint in a prompt manner.

2.4 If action taken at the ~~Executive Secretary's~~ **Town Manager's** level is not satisfactory to resolve the request or complaint, the matter shall be referred to the Board of Selectmen as a docket item or administrative note depending upon the issue. The Board of Selectmen shall receive a report from the department head and ~~Executive Secretary~~ **Town Manager** prior to such docket item detailing the positions taken on the issue and the department head shall be present at the meeting when the matter is discussed by the Board of Selectmen.

2.5 The action taken by the Board of Selectmen shall be communicated in writing to the individual who raised the request or complaint.

3.0 APPLICABILITY

This policy is applicable to all town employees.

4.0 QUESTIONS

Please contact the Town Manager's Office at (508) 830-4000 if you have any questions.

Signed by

DAVID F. MALAGUTI
Chairman, Board of Selectmen

WILLIAM R. GRIFFIN
Executive Secretary