

### **Complaint Policy**

1. All written complaints must be submitted to City Office or the Mayor.
2. All written complaints will be handled in a timely and professional manner.
3. All written complaints should be as factual as possible.
4. Only one complaint per form.
5. Written complaints of incidents in excess of 30 days will not be accepted except in very limited situations.
6. The complainant will be notified of the results of the investigation in a letter from the Mayor, the City Council, or the City Administration. In the event you are not satisfied with the decision that is rendered, you would have the option to pursue the matter through the court system.
7. Complaints will be kept on file for a minimum of three (3) years.

### **Procedure:**

Personnel Complaints – Complaints will be turned into the City Office, and then forwarded to the Mayor. Upon the Mayor’s review of the complaint, he/she will forward the complaint to the appropriate committee if necessary. The Mayor or the committee will report to the council for appropriate action.

Nuisance Complaint – Complaints will be turned into the City Office, and then forwarded to the Mayor. The complaint will be handled in accordance with the Code of the City of Valley Falls adopted the 6<sup>th</sup> day of February, 2006.

City of  
**VALLEY FALLS**

Incorporated May 17, 1869

COMPLAINT FORM

Today's Date: \_\_\_\_\_ Time: \_\_\_\_\_ Complainant's Name: (please print): \_\_\_\_\_

Complainant's Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Date and Time of Incident: \_\_\_\_\_

Comments (use back if necessary):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Complainant: \_\_\_\_\_

*Please do not write below this line, for office use only.*

Date Received (City Office): \_\_\_\_\_ Date Received: (City Administrator): \_\_\_\_\_

Date Received (Mayor): \_\_\_\_\_

Complaint Founded: \_\_\_\_\_ Complaint Unfounded: \_\_\_\_\_

Action Taken: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Mayor Date

CITY OFFICE  
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