

City of Mantorville Citizen Complaint Policy

A policy related to the reporting, handling and tracking of citizen concerns received by City Staff, the Mayor or Council Members.

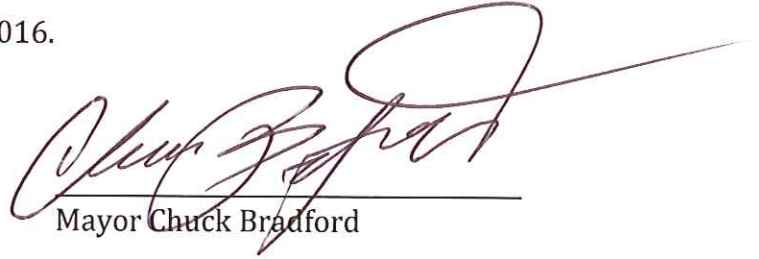
When a citizen has a complaint about anything related to activities and responsibilities of the City, they shall file a signed complaint in writing. The complainant's name, address, telephone number and any other identifiable information is not considered public data and will not be publicly noted unless the City is legally compelled to provide it. A complaint that is not signed or lacks identifiable information may not have any action taken on it.

PROCEDURE:

1. All complaints must be filed in the Office of the City Clerk Treasurer. The City Clerk/Treasurer will forward a completed form to the proper department or to the City Council for determination of what, if any, action shall be taken.
2. Telephone complaints will not be accepted.
3. Anonymous complaints will not be considered valid and action will not be taken.
4. Complaints may be submitted to the City by email, postal mail or dropped off at City Hall.
5. City Staff will verify all complaints received and determine that they are valid. Photos of the complaint, if possible and warranted, will be taken and attached to the complaint.
6. Upon determination that the complaint is valid, appropriate action will be taken. If it is a City Code Violation, the City will notify in writing the property owner in which the complaint exists. The letter will address specifically that section of the City Code in which the complaint/violation exists and the procedure to be followed to address the complaint. Photos of the complaint, if warranted, will be attached to any correspondence to the property owner.
7. If warranted, copies of all City Code Violation complaint letters will also be sent to the City's Prosecuting Attorney.
8. Any complaints regarding the conduct or job performance of the City Clerk shall be given to the Mayor or any councilmember. No complaints against City employees by members of the public shall be addressed at an open meeting unless the employee requests it. If Council determines discipline is appropriate, any future meetings regarding the discipline must be open.
9. City Staff must keep a log of the actions taken from the time the complaint is received by the City through its resolution.
10. Upon the completion of any said action, the complainant will be notified of action taken.
11. Should the complainant not agree with the action taken on their complaint, they may appeal the decision to the City Council at the next regularly scheduled meeting.

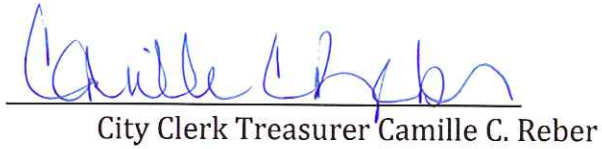
12. The City Council may decline to address the same complaint more than once during a three month period of time.
13. The City Council will receive a copy of the complaint log and action taken.
14. All complaints, including notification to the property owners if warranted, will be addressed within 5 business of receiving the complaint. Complete resolution of the complaint could take longer depending on the type of complaint and the degree of resolution.

Adopted by the Mantorville City Council on May 9, 2016.



Mayor Chuck Bradford

Attest:



City Clerk Treasurer Camille C. Reber