

FORMAL COMPLAINT POLICY



Purpose

To establish a policy outlining the procedures for proper documentation and implementation of a complaint procedure that ensures a timely response to all matters of concern while maintaining fair and legal hearing procedures for all parties as may be cited in the complaint.

Policy

Persons wishing to lodge a formal complaint against town actions, issues, personnel, committees, or policies shall complete the enclosed copy of the "Formal Complaint Form". The form provides a mechanism to relay a full and accurate description of the problem(s) or observations, and/or a specific policy or procedure, which the complainant believes, may have been violated or misapplied. A written letter will also be accepted as an instrument for triggering fact-finding actions as long as it is attached to a "Formal Complaint Form" and contains the proper contact information.

All formal complaints shall be reviewed by the Town Manager who will be the responsible party for initiating referrals, and fact finding(s).

In the case of where the formal complaint is held against the Town Manager, elected or appointed officials, the Select Board will assume the authority for fact finding. A written record of all facts shall be completed and duly signed by the person(s) providing information to the fact-finding entity.

At all times, in the case of a formal complaint against a town official or employee, the investigating entity (Town Manager or Board of Selectmen) will ensure compliance with relevant statutes that may pertain to complaint or grievance procedures.

All resultant actions or recommendations shall be duly reported within a 30-day period.

Adopted: April 4, 2022

Meredith C. Smith, Chair
John W. Kluge
Katherine D. P. Stewart
Enfield Board of Selectmen



Town of Enfield Formal Complaint Form

Date: _____

Complainant: _____

Address: _____

Phone #: _____ Email: _____

Subject: ☐ Person ☐ Observation/Action ☐ Policy/Ordinance

Complaint: _____

Received By: _____ Date: _____

Referred To: _____

Facts or Actions Taken:

Subject Signature (if applicable): _____

Town Manager/ Select Board Chair Signature: _____

Date: _____