
STOCKTON SPRINGS COMPLAINT POLICY

1. POLICY:

It is the policy of the Town of Stockton Springs to take all citizen complaints responsively and seriously, while simultaneously ensuring that staff do not spend undue time in receiving complaints.

Complaint forms have been created and will be utilized to obtain the person's name, contact information, a brief description of the nature of the complaint, and the person's signature indicating that they concur with the complaint summary.

2. SUMMARY AND PURPOSE:

To create a pathway of communications to ensure that complaints will be received, verified, processed, and concluded in a timely and consistent manner.

To define the three distinct types of complaints: Codes, Performance, and Law Enforcement.

3. COMPLAINT TYPES:

CODES: Issues arising from one of the Town's ordinances. These complaints will fall under the purview of the Code Enforcement Officer (CEO). Codes complaints may be either written or verbal, and may be anonymous.

PERFORMANCE: Issues arising from the actions of a Town employee; a Committee or Board member; or an appointed or elected official. These complaints will fall under the purview of the Town Manager, except as noted herein. Performance complaints must be in writing and signed by the individual making the complaint.

LAW ENFORCEMENT: Issues arising from Law Enforcement personnel or their actions. These issues will be resolved under the Stockton Springs Police Department Policy 1-10 and are outside the scope of this policy.

4. PROCEDURE:

CODES: If the complaint is in writing, it will be date stamped and initialed when it is received. It will be given to the CEO, who shall investigate and determine if the complaint is valid.

If the complaint is verbal, it will be summarized on the Codes Citizen Complaint Form¹ by the employee who receives the verbal complaint, and then given to the CEO for investigation.

¹ Appendix 1

Neither the Land Use Ordinance nor the Shoreland Zoning Ordinance state a specific timeframe for resolution. Without any specific policy timeframe standard, it is suggested that the CEO investigate and make the determination within 2 weeks of receipt of the complaint by the Town Office.

If the complaint is anonymous, the CEO shall keep a copy of both the complaint and the findings statement in the Map and Lot File relating to the complaint. If the complaint is not anonymous, then the CEO also shall issue a findings statement to the complainant.

PERFORMANCE: The Performance Citizen Complaint Form² will be date stamped and initialed when received. It will be given to the Town Manager, who shall investigate, or direct the appropriate supervisor to investigate, and determine if the complaint is valid. If another supervisor is involved, the proposed findings and resolution of the complaint shall be presented to the Town Manager for a final decision.

If the complaint concerns a Committee or Board member, it will be given to the Select Board Chair, who shall investigate, and determine if the complaint is valid. The proposed findings and resolution of the complaint shall be presented to the full Select Board for a final decision.

If the complaint is against the Town Manager, it shall be given to one of the Selectmen without passing through the hands of the Town Manager. The Selectmen will conduct an investigation of the complaint, or, depending on the nature and severity of the complaint, may engage an independent investigator or refer the complaint to the Town Attorney.

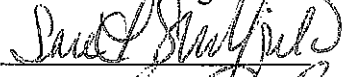
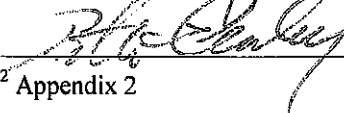
If the complaint is against an appointed or elected official, it will be given to the Town Manager, who shall immediately forward it to the Town Attorney.

The Town Manager shall issue a findings statement to the complainant and keep a copy of both the complaint and the findings statement. Should disciplinary action be required, Personnel Policy procedure shall be followed.

5. **TIMEFRAME:** For both Codes and Performance complaints, it is suggested that the investigation and determination be completed within 2 weeks of receipt of the complaint. If any investigation with a known complainant requires longer than 14 days to complete, the CEO, Town Manager or Selectmen, as appropriate, will write to the complainant to explain the need for the longer investigation period.

Adopted: December 3, 2015

Select Board Signatures:



² Appendix 2