

TOWN OF WEATHERSFIELD, VERMONT
CITIZEN FORMAL WRITTEN COMPLAINT POLICY AND PROCEDURE

Adopted 7/10/08 – Amended 5/3/11

I. POLICY

It is the policy of the Town of Weathersfield to provide good-quality services that promote the quality of life for all of our residents. A resident who believes that services are less than satisfactory is encouraged to discuss his/her complaint with the appropriate Department Head or the Town Manager, who will attempt to promptly resolve the complaint. Formal written complaints may be used when informal resolution of the complaint has not been successful.

II. DEFINITIONS

A formal written complaint is a written and signed expression of discontent with town services and/or a formal accusation against a town employee or official.

III. PROCEDURE FOR INITIATING A FORMAL WRITTEN COMPLAINT

- (A) Anyone who has personal knowledge of facts, and wishes to file a formal written complaint (“complaint”), may do so in writing on forms provided by the Town of Weathersfield. A copy of the form is included as an appendix to this Policy.
- (B) Forms shall be available at the Town Manager’s office and on the Town’s website, weathersfield.org.
- (C) All complaints shall be signed by the person making the complaint.

IV. RESOLUTION PROCESS

- (A) Upon receiving a formal written complaint, the Town Manager shall acknowledge receipt of the complaint by notifying in writing the person making the complaint that the complaint has been received.
- (B) If the complaint involves a Town employee, the Town Manager may direct the complaint to the employee’s supervisor. If the supervisor determines that the complaint could, if true, constitute misconduct, he/she shall so notify the Town Manager.
- (C) The Town Manager shall handle the complaint in accordance with state and federal laws and the Town of Weathersfield Personnel Rules and Regulations.
- (D) Upon completion of his/her investigation, the Town Manager shall notify the complainant of the findings of his/her investigation. However, the Town Manager cannot, by law, discuss any individual personnel actions (such as disciplinary actions) that may result from the complaint.
- (E) If the person(s) filing the written complaint are not satisfied with the Town Manager’s resolution, he/she may refer the matter to the Select Board.
- (F) Complaints against the Town Manager, or any Select Board appointee who is not a Town employee, shall be directed to the Chairperson of the Select Board.

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TOWN CLERK**

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- (G) Complaints against appointees made by other Town officials shall be directed to the appointing authority.
- (H) Complaints against a Select Board member shall be directed to the Select Board Chair. If the complaint is against the Select Board Chair, the complaint shall be directed to the Select Board Vice-Chair.
- (I) When a complaint is received by the Select Board Chair under Subsections (F) and (H) above, the Chairperson shall bring such complaints to the attention of the full Select Board in an Executive Session during a warned meeting of the Board. In the case of a complaint about a Select Board appointee who is not a Town employee, the Select Board may direct the Town Manager to investigate the matter on their behalf, and present a report of his/her findings to the Board.
- (J) Any meetings of the Select Board under Subsection (H) above to address any complaints against appointees shall be conducted pursuant to the Title 1, Section 313, of the Vermont Statutes Annotated, or any other applicable Federal or State law.

V. MAINTENANCE AND DISCLOSURE OF INFORMATION

- (A) Maintenance and disclosure of any information collected, created, or received by the Town of Weathersfield in connection with this Policy shall be in conformance with applicable Federal Data Privacy laws and Vermont Statutes.
- (B) The Town of Weathersfield will not, by law, discuss any individual personnel actions which may result from the investigation of a complaint.

VI: REPEAL OF INCONSISTENT PROVISIONS

Any provisions of any Policy of the Town of Weathersfield in effect at the time of enactment of this Policy governing any activity included in this Policy is hereby revoked.

VII: SEVERABILITY

The Select Board hereby declares that it would have passed each section, subsection, subdivision, paragraph, sentence, clause, or phrase thereof irrespective of the fact that any one or more sections, subsections, subdivisions, paragraphs, sentences, clauses, or phrases be declared unconstitutional or ineffective.

VIII: EFFECTIVE DATE

No section of this Policy shall be construed to supersede or replace any Vermont statute.

The foregoing Policy as amended is hereby adopted by the Select Board of the Town of Weathersfield, Vermont, this 3rd day of May, 2011.

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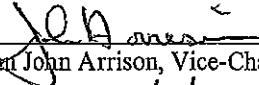
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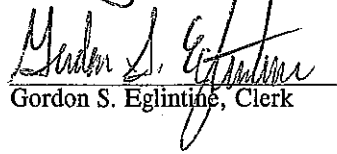
WEATHERSFIELD SELECTBOARD



David T. Fuller, Chairperson




Norman John Arrison, Vice-Chairperson



Gordon S. Eglintine, Clerk

Daniel E. Boyer, Selector



Richard N. Clattenburg, Selector

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TOWN CLERK**

