

VILLAGE OF CORWIN COMPLAINT POLICY

Overview

This policy's purpose is to guide the Village Council, Mayor, Clerk, Solicitor, and citizens of the Village of Corwin in filing, investigating, and researching complaints. Also, to establish a formal procedure allowing public officials and Village staff to remedy or determine a resolution to the matter, if and when applicable.

The Village is committed to maintaining the quality of service, diversity, empowerment, integrity, professionalism, and teamwork and improving relationships between Village Council members, Mayor, Village employees, and the citizens. The Village is very concerned about those items that might impact the citizens of our community. It is the policy of the Village to seriously consider matters brought to our attention or lodged by citizens. Effective action will be taken to address and correct the complaint when appropriate.

Definition of a Complaint

It is essential to recognize the difference between a complaint, suggestion, observation, question, neighbor dispute, or simply a call pointing out a hazard or safety issue. The elected official or staff member fielding the complaint will need to determine whether or not a complaint exists. Examples of complaints include:

Infraction Complaint

- A citizen's complaint against a fellow citizen, business, or property owner because they feel a Village ordinance is being violated.
- An infraction discovered by the Secretary/Zoning Officer, member of Council, Mayor, or solicitor.

Non-Infraction Complaint

- A complaint against the Village because of what a citizen feels is inaction or an inappropriate response to a situation.
- A suggestion for improvement or notification of an issue.

Filing a Complaint

Once the elected official or staff member determines that there is a complaint, the complainant must fill out a Complaint Form. Complaints will be unsubstantiated if a formal complaint form is not completed and signed. Baseless complaints will warrant no action by the Mayor, Council, or staff. The form must include a description of the complaint and be signed and dated by the individual filing the complaint. Members of the Village Council, Mayor, Clerk, or Solicitor are not required to place a complaint in writing, as said complaint or issue will be formalized through documentation of the meeting minutes.

VILLAGE OF CORWIN, OH

CITIZEN COMPLAINT FORM

Please complete the following information so that the Village can investigate your complaint. Please print clearly.

Date _____ Name _____

Address _____
Street Address/P.O. Box City State Zip Code

Phone Number _____
Home # Cell #

If requested will you attend a Village Council meeting to explain your complaint? Yes ☐ No ☐

Nature of Complaint: (include the date, time, place, and facts of your complaint)

Explain how you feel the complaint should be resolved:

Would you like to opt out of making this complaint an open public record? Yes ☐ No ☐

(If you check Yes it is very possible that the City will not take any action on your complaint.)

Should a violation be issued, you may be required to testify to the above complaint in a Court of Law. Do you agree to testify?

Yes ☐ No ☐ (If you check No it is very possible that the Village will not be able to take action on your complaint.)

Signature _____

All complaints must be signed and dated to be considered valid.

Village Office Use Only

Received by: _____ Date: _____

Comments:
