

CITY OF EUREKA

Category: ADMINISTRATION

POLICIES & PROCEDURES

Subject: CITIZEN COMPLAINTS AND
REQUESTS FOR SERVICES

Date Adopted: January 1, 1976

File 1.41
Number

POLICY OBJECTIVE

To insure that citizen complaints or request for services are expeditiously handled by the proper department.

ASSIGNED RESPONSIBILITY

City Manager and all Department Heads

APPLICABILITY

Applicable to all complaints or requests for services received by the City.

PROCEDURES

1. Upon the receipt of a complaint or request for service, a representative of the responsible department shall call or see the person who has made the complaint or request for service. If the request for service or complaint requires investigation or additional contact, the city representative shall indicate that the request is being processed and that they will be contacted within a specified time regarding the disposition of the matter.
2. If a delay occurs in dealing with the matter, the complainant should be contacted and informed of the reason for the delay.
3. The nature of the complaint and the action taken shall be set down in written form for later reference. For the purpose, each department shall keep a file of complaints received.