

EAST AMWELL TOWNSHIP
PERSONNEL POLICIES AND PROCEDURES

SUBJECT: **CITIZEN COMPLIMENTS AND COMPLAINT PROCESS**

EFFECTIVE DATE: 10-14-10
RESCINDS POLICY DATED: N/A

POLICY NUMBER: 2.23

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I. PURPOSE:

This policy is intended to provide a process by which residents and other customers of East Amwell Township can provide feedback to the Township in regard to the service they received from East Amwell Township staff. This process should be used for positive comments about an employee or service as well as what might be an opportunity for improvement. Citizen complaints against employees will also follow this process. This process is intended to provide a systematic approach to researching complaints and to provide positive feedback to employees.

PROCEDURE:

1. A form for compliments and complaints is attached to this policy. The form may be periodically re-evaluated and improved so as to capture necessary information. All employees will be made aware of this process and assist in encouraging its use.
2. A member of the public who wishes to commend an employee, volunteer, or elected official etc. will be provided with this form and encouraged to complete it.
3. Anyone wishing to make a complaint about a process or employee will be encouraged to complete this form as well.
4. Although contact information of a complainant should be highly encouraged, anonymous complaints and compliments will still be taken using this form.
5. Completed forms may be accepted by any employee and immediately forwarded to the Township Administrator.
 - a. Compliments will be copied and forwarded to the sited employees by the Administrator. A compliment form will also be maintained in the employee's personnel file.
 - b. Complaints will be investigated by the Township Administrator or his/her designee. (Complaints about the Township Administrator will be investigated by the Mayor or his/her designee.)

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6. Complaints will be investigated to determine validity and to examine the full circumstances of the described situation or issue. An investigated complaint should be determined to belong to one of the following categories:
 - a. Substantiated: The primary aspects of the complaint are determined to be valid.
 - b. Unsubstantiated: Insufficient facts exist to either prove or disprove the allegation(s) made.
 - c. Unfounded: The facts substantiate the allegation(s) made are false.
 - d. Policy Failure: The complaint is determined to be valid, but the employee operated as directed based upon training, policy or custom.
7. Under most circumstances, the employee will be given an opportunity to respond to a complaint under investigation. Appropriate disciplinary procedures will be followed if necessary.
8. Complaints alleging criminal activity or an investigation that reveals criminal activity may be forwarded to the appropriate law enforcement authority.
9. Follow-up with the complainant will be based on the findings of the investigation and the request of the complainant as expressed on the form. The type of, if any, personnel action taken against any employee will NOT be divulged and remains confidential and is treated as a personnel record.
10. The specifics of an investigation will be treated as personnel records. Findings that relate directly to a specific employee will not be released. Findings of policy failure and the subsequent steps to make corrections will be available through existing channels.