



CITY OF  
**NorthOaks**  
*Building on a tradition of innovation*

## **City of North Oaks Complaint Policy**

### **POLICY:**

When a citizen has a complaint about anything related to activities and responsibilities of the City, he/she shall file a signed complaint in writing. This form will be provided by the City and may be requested at City Hall or found on the City's website. The form can be dropped off, sent by US mail, or by email. The complainant name is not considered public data and will not be publicly noted.

### **PROCEDURE:**

1. The City Administrator will forward a completed form to the proper department or to the City Council for determination of what, if any, action shall be taken.
2. Telephone complaints will not be accepted.
3. Anonymous complaints will not be considered valid and action will not be taken.
4. Once action has been taken, the Council may decline to address the same complaint more than once during a three month period of time.
5. Upon the completion of any said action, the complainant will be notified of action taken.