

Report a Problem

Correspondence and Complaint Procedure

Adopted by Council motion October 21, 2003

All correspondence received is opened, date stamped to record date received, reviewed to determine type for processing. All correspondence received is public record except that which is excluded by law.

Correspondence Type 1

- General Information
- Announcements
- Newsletters
- Notices (No action requested or required)

Copies distributed to Mayor and City Council, and to City Commissioners and staff as appropriate. Original filed. When the correspondence item contains information that would be of particular interest to the public, it is presented by staff at the next regular Council meeting to provide public announcement.

Correspondence Type 2

Correspondence submitted as written testimony for a noticed public hearing (applies to Planning Commission and City Council). Copies distributed to the hearing body. Entered into the record at the hearing by staff or presiding officer. Original filed.

Correspondence Type 3

Correspondence addressed to Mayor and/or City Council (No action requested or required). Copies distributed to Mayor and City Council and staff as appropriate. Original filed. When the correspondence item contains information that would be of particular interest to the public, it is presented by staff at the next regular Council meeting to provide public announcement.

Correspondence Type 4

Correspondence addressed to Mayor and/or City Council (Action requested or required). Copies distributed to Mayor and City Council and staff as appropriate. Presented by staff as correspondence item at next regular Council meeting for Council's consideration and response. Original filed.

Other Correspondence Issues

Requests for Correspondence to be Read into the Record of Public Meeting

When correspondence is accompanied by a request to be read into the record of a meeting or public hearing: Council, or Planning Commission in the case of a land use hearing, will determine whether or not the request will be honored. A request can be honored if the correspondence is determined to be City business. Correspondence presenting complaints against named persons will not be read into the record of any public meeting.

Complaints Against a City Official

Complaints are required to be submitted in written form, either by completing a city complaint form, or by letter. When a complaint against an elected or appointed official is filed with the City: An investigation will be conducted. The complaint is forwarded to the Mayor, who, with a Councilor and a staff member, will conduct an investigation of the complaint. If the complaint is against the Mayor, it is forwarded to the Council President, who, with a Councilor and a staff member, will conduct an investigation of the complaint.

The investigation will include:

1. Interviews with all principals involved with the complaint.
2. Identifying whether the complaint issue is city business or not. City business is defined as being related to the conduct of a City official within the Council chambers or while the person is functioning as a City official at another location.

A written report on the results of the investigation will be filed with the complaint as part of the public record. If it is determined that Council action is required, a hearing will be scheduled as a regular council meeting agenda item. The complaint will be presented to the Council, accompanied by the report on the results of the investigation. The official against whom the

complaint has been lodged will have the opportunity to provide his/her response to the complaint. The Council will make its determination on the matter.

Complaints (other than against an elected or appointed official)

Complaints are required to be submitted in written form, either by completing a city complaint form or by letter. An exception to this requirement is in matters of health and safety when it is necessary to respond as quickly as possible. Upon receipt of a written complaint, staff will conduct an investigation and, if necessary, initiate enforcement pursuant to City Ordinance. Staff will provide a brief summary on actions taken, or not taken, and copies of the complaint and the summary are distributed to Mayor and City Council. If it is determined that Council action is required, the complaint will be presented to the Council at a regular meeting, accompanied by the staff report.

Supporting Documents

Complaint/Concern Form 199.15 KB