



CITY OF RENVILLE CITIZEN COMPLAINT POLICY

When a citizen has a concern they want to register, they must file the concern **in writing**, on a form to be provided by the City. The form is available at City Hall, or can be sent by US Mail or by e-mail. Persons reporting a concern will be asked to provide as much detail as necessary so that the concern can be logged and then investigated. The concern log will be kept internally by the City Clerk's office. Once signed and completed, the form will then be forwarded to the proper department for investigation. City staff will contact the person reporting the concern and notify them that action has been taken. It is the policy of the city to work with citizens to properly remedy and resolve all concerns in a courteous manner.

Persons refusing to file a signed complaint will have their complaint heard, but no action may be taken.

CITY OF RENVILLE CITIZEN COMPLAINT FORM

Please select the area in which this concern involves:

- | | |
|---|--|
| <input type="checkbox"/> City Staff | <input type="checkbox"/> Fire Department |
| <input type="checkbox"/> Property Owner | <input type="checkbox"/> Zoning/Land Use |
| <input type="checkbox"/> Park & Recreation Department | |
| <input type="checkbox"/> Public Works (Water, Sewer, Streets) | |
| <input type="checkbox"/> Nuisance (please specify) _____ | |
| <input type="checkbox"/> Other (please specify) _____ | |

Notice under the Minnesota Government Data Practices Act: The City of Renville collects your personal information on this form to help investigate the complaint and inform you of the results. The data from this form will be used by the City Clerk or the person who is investigating the complaint on behalf of the City. Your personal information will be kept confidential and will not be disclosed to the person about whom you are complaining. You are not required to provide any personal information, but this may prevent the City from investigating your complaint and/or informing you of the results.

Name _____ Phone _____

Address _____

Please indicate below the concern:

Signature of Citizen _____

.....
Office Use Only **Concern#** _____

Employee Handling the concern _____ Date Received _____

Action Taken _____
