

Complaint Form

Hildale City

Utility Department

Complaint Information

Name: _____ Phone Number: _____

Address: _____ Today's Date: _____

Date of Incident: _____ Time of Incident: _____

Location of Incident (if applicable): _____

Please describe the complaint in detail:

Is this an appeal? If so, please check which authority relevant to the complaint.

Utility Board Hildale City Colorado City

Reason why city or department decision was inadequate.

How does the complainant wish the issue to be resolved?

Does the complainant wish to expedite this complaint?

Yes No

Describe reason to expedite this complaint. (Explain that expedited complaints are for issues that require immediate and decisive authority, and are TIME SENSITIVE. Expedited complaints must also represent severe legal, health or safety risk.)

Inform Complainant that if expedited complaints are denied, then they must re-submit their complaint as a standard complaint if they still want it formally addressed.

Complainant Signature: _____

Print Name: _____

Employee Notes

Employee Name: _____

Employee Signature _____

Date: _____

Formal Complaint Process

Utility Director Review

Once a formal complaint has been made, the Utility Director will review the complaint and determine if Department action can be made immediately, or further approval must be obtained. Immediate reporting to the respective City Manager will occur if the complaint refers to discrimination, fraud, sexual harassment, or risk to life and limb. If no immediate report is required, the Utility Director will determine if the complaint relates to any laws, ordinances or Department policies.

The Director may approve or disapprove the complaint remedy request in accordance with policies, laws, ordinances and established authorities relegated to them.

Approval

If the complaint remedy request is approved or the Department believes that action needs to be taken to satisfy the complaint, then action will be taken in accordance with the laws, ordinances and policies already established. A written response will be given to the complainant informing them of the actions and intentions of the Department.

Denial

If the Director decides to deny all or part of the complaint request, then the complainant will be informed with written notice and instructions on how to appeal the denial.

Appealing an Official Response to a Formal Complaint

If the complainant feels that the official Department response to a Formal Complaint was inadequate and/or unsatisfactory, they may request an appeal of the decision. If a complainant wishes to file an appeal they may either appeal by verbal or written means. The Department must collect the following information to consider an appeal:

- Name of Complainant
- Copy of the written decision made by the Department or the respective city
- Date of Appeal
- Reasons why the decision was not adequate or unsatisfactory
- Further comments on decision or department action
- Whether the appeal should go to the Director, Utility Board or the City Manager.
- Remedy Suggested
- Contact Information

Utility Board Appeal

If the complainant requests an appeal before the Utility Board, the Director will determine whether the appeal will appear as a separate agenda item or will be included with the other waivers and requests. The Department will send out a written notice of the public hearing to the complainant and ask for their attendance.

If the Utility Board denies the appeal, the complainant will be notified in writing and be informed that they can appeal to the respective city manager for a City Council Appeal.

City Manager and Council Appeal

If the complainant feels that the official response to formal complaint or the Utility Board appeal is not adequate or satisfactory they may submit an appeal to the respective city manager to have their appeal heard at the respective city council. The city manager will receive all relevant and applicable documents generated by the Department and supplied by the Complainant.

The City Manager may approve or deny the request to have a public hearing before the City Council and a written notice will be sent to the complainant to inform them of the decision, and/or the location and time of the public hearing if the appeal request is approved.