

City Manager's Office
Administrative Order No: 003
Issued: 1988
Revised: 10/03

Approved by Willis A. Casey
City Manager

Subject: Citizen Request/Complaint Procedure

Purpose:

Implement a system that will ensure action on all citizen requests or complaints. The procedure is structured so that requests/complaints are handled at point of first contact so that citizens are not referred elsewhere, i.e., staff tracks down the "answer", not the citizen. This procedure is not to conflict with the Pittsburg Police Department General Order No. 2.2.

Procedure:

1. Due to the nature of municipal services (services to the public), all City departments experience citizen complaints or requests for information. Citizen inquiries remain an effective way to measure the quality of municipal services and respond to concerns/issues.
2. A citizen inquiry itself may or may not be determined a request or complaint. However, if such an inquiry requires action, outside the normal routine conditions and services of the department, it will fall into the category of a citizen request or complaint.
3. All City departments will determine if a citizen's inquiry is a request/complaint and if a Citizen Request/Complaint Form should be completed. **It is the responsibility of the staff person who first receives the complaint to make sure a Citizen Request/Complaint Form is filled out. The citizen making the request/complaint should not be transferred, redirected, or deferred elsewhere.** The request/complaint is taken at the first point of contact. If the request/complaint is received via telephone or letter, the staff person receiving it transfers it to the Request/Complaint Form. Citizens may complete the form themselves. Assistance should be offered and provided if necessary.

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4. The request/complaint should be sent to the appropriate department for action and resolved within ten (10) working days, or a specified time as determined by the involved department. The citizen should be notified as to the status of their request/complaint.
5. The responsible department(s) must resolve request/complaint and route a copy of the form to the City Manager's Office with a memo describing the action taken to resolve the request/complaint. Of course, if the information is sensitive or confidential, appropriate departmental procedures should be followed.

Conclusion:

The City's business is service and its customers are the residents. Concerns/ complaints/issues raised by those we service are to be handled promptly. That is everyone's job.