



## TOWN OF SANDWICH COMPLAINT POLICY

The purpose of this policy is to create a formal complaint process and procedure for the Town. This procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

A formal complaint may be submitted by a Town resident, employee or vendor. *It must be completed in writing in the form of a standard Town complaint form submitted to the Board of Selectmen by mail, in person, fax, email or presented at a regularly scheduled Selectmen's meeting. The complaint form is available on the web site or at the Board of Selectmen's office.* It is important that the complainant be able to provide as much specific information as possible about the situation, including who is involved, what happened, when it happened, how it happened and where it happened.

Anonymous and/or verbal complaints will not be accepted. A site visit may be performed if deemed appropriate by the Department Head and/or Selectmen. Other follow up activities may include a meeting with the parties involved, follow up letters, additional site visits, referral to state agencies, a formal cease and desist order, or possible court action.

All complaints will be reviewed and prioritized based upon health, safety, impact to the community, and other factors. The Town will use its best efforts to address complaints within a reasonable time frame, ideally 10 working days.

The Department Head responsible for the "area of complaint" will be notified and the complaint investigation will begin. Complaints involving a Department Head will be reviewed by the Selectmen. Upon conclusion of investigation, an investigation summary and a copy of all related documentation will be kept on file at the Selectmen's Office.

If the complainant is unsatisfied with the outcome, the complainant may contact the Town Administrator to request an appeal hearing with the Board of Selectmen by submitting an Appeal Hearing Request form to the Selectmen's Office within ten (10) working days of receiving a notice of decision. Within fourteen (14) working days of receipt of this notice by the Selectmen's Office, a hearing will be scheduled with the Board of Selectmen to be held during an upcoming regularly scheduled meeting. The Board of Selectmen will render the final decision on any complaint brought before them. The decision is final with no further recourse except as allowed by law.

**Dismissal of a Complaint:** A complaint may be dismissed for the following reasons:

- The Complainant requests the withdrawal of the complaint.
- The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The Complainant cannot be located after reasonable attempts.
- It is discovered that the Complainant provided false information.

**The Complainant's responsibility:**

- Bring their complaint, **in writing**, to the Town's attention

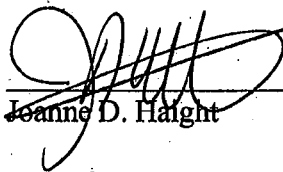
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Provide additional information if requested by the Town
- Allow the Town a reasonable time to deal with the matter
- Recognize that some circumstances may be beyond the Town's control

The Town's responsibility:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint, taking action if necessary

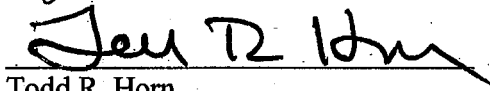
**Approved by the Board of Selectmen,**

Date: September 27, 2021



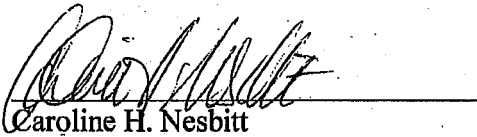
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Joanne D. Haight



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Todd R. Horn



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Caroline H. Nesbitt

**TOWN OF SANDWICH COMPLAINT FORM**

Date \_\_\_\_\_

Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Work/Day Phone: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Subject Complaint: \_\_\_\_\_

Address/Location of Violation(s): \_\_\_\_\_

Subject(s) of Complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (Continue on additional sheet if needed)

Signature of Complainant: \_\_\_\_\_

**FOR MUNICIPAL USE ONLY – DO NOT WRITE BELOW THIS LINE**

Corrective Action Taken:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviewed by:  
Board of Selectmen

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\_\_\_\_\_

Date: \_\_\_\_\_