

## **TOWN OF VERSHIRE**

### **Complaint Policy**

**POLICY:** It shall be the policy of the Town of Vershire to institute a complaint procedure to address complaints about municipal services, animal control, town infrastructure, employee conduct, and safety concerns more efficiently and effectively. The Selectboard shall adopt a clear and accessible process for citizens to register complaints on the matters stated herein. The complaint process will not replace any opportunity for robust public dialogue about matters of general concern. These opportunities will continue to remain in place during public and open meetings.

**PROCESS:** The Town of Vershire shall establish a clear and simple process to respond to all complaints. We want to encourage residents to use a complaint form that will be available on the Town's website: <https://vershirevt.org/> but use of this form is not required. Complaints that have been either submitted in writing or delivered to public officials in other ways will be addressed in the following manner:

1. The complaint will be acknowledged.
2. Additional research and due diligence will be conducted if warranted.
3. The Selectboard will decide on the appropriate response during a regular meeting unless the matter is able to be addressed by staff or by a single Selectboard member in the interim. Depending on the nature of the complaint (human resources, for example), some discussions may need to occur in an executive session.
4. The complainant will be issued a response and the matter will be considered addressed.
5. A log of complaints and responses will be kept in accordance with Vermont's public records law.

Signatures:

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Select Board Members:

Nicole White-Fogarty, chair

Vernal Stone

Amy Record