



Town of Allegany Complaint Policy

Purpose

It is recognized that from time to time officials employed by the Town of Allegany receive complaints from members of the public. The purpose of this policy is to provide for the proper and orderly investigation of these complaints and violations of the ordinances of the Town of Allegany. This policy is intended to ensure that a written record is generated for all reports of complaint.

Written Complaint

For each instance of a complaint, either by appointed or elected officials or by a member of the public, a written document will be generated either by, or on behalf of, the complainant. In the event of a telephone call received by such an official, a document will be generated and signed by said official. The complaint shall identify the following:

- Date the complaint was received
- Time the complaint was received
- Person (s) making the complaint
- Nature of the complaint
- The name (if known) of the alleged violator
- Location of the alleged offense

Contact information for the person making the complaint including address, telephone number, email address

Form Available

The Allegany Town Office will generate a paper form for complainants to make written complaints and submit them to the proper officials or department.

No anonymous Complaints

Elected and appointed officials shall **not** accept complaints from anonymous sources. If a complaint is received by an elected or appointed official and a person does not wish to reveal their name, then the complaint will not be forwarded to the proper investigatory official or if it is forwarded, the complainant will be considered to be the elected or appointed official who forwards the complaint. The basis for this standard is that a person accused of committing a violation has the right to know who is their accuser

Investigation

When a complaint form is determined to be accurately completed, the department or official will immediately identify and report whether the complaint is either a) within the authority of the department to act upon, b) not within the authority to act upon or, c) ambiguous based on the information provided in the complaint form.

When it is determined that the department has jurisdiction and authority to act, and adequate information appears to be available, the town official or department to whom the written complaint was forwarded shall investigate the complaint to its conclusion.

Upon conclusion of the investigation, the official or department shall take action within its authority to address identified violations. The town official or department to whom the complaint was forwarded shall also issue a written report regarding the investigation and its findings. A copy of that report will be forwarded to the appropriate board or official, put on file for the required period of time as defined by state statute, and sent to the complainant.

A complaints file will be maintained within the offices of each department. The files shall be maintained alphabetically by street name and then by E911 number. A monthly report of any complaints received and actions taken will be provided in each departments monthly report.

Validity & Severability

Should any section of this policy be declared illegal or unenforceable, it shall not invalidate any other section of this policy.