



Village of Ridgeway Incident/Complaint Process

Citizen concern or request is received.

An incident/complaint form is filled out with the following information:

Date:	Date concern was received.
Referred to:	The Department that will address the concern.
Referred by:	The name of the person that received the telephone call or took part in the conversation.
Name of Complainant:	Name of person that called.
Address:	Address of the person filing the report.
Telephone No.:	Telephone number of the person filing the report.
Nature of Complaint, Concern or Incident:	State their concern or request using as much detail as you have received to assist the department that will work to resolve the concern.

Incident/complaint form is given to the Village Clerk. The concern is logged and a copy is forwarded to the proper department(s) for resolution. A copy is retained for follow-up as needed.

The Village Clerk sends a letter to the person filing report informing them that their concern has been received and identifying which department will be working with them to resolve the concern.

The Department involved inspects/reviews the concern identified and takes appropriate action. This may include a call or visit to the person filing the report for additional information.

The employee working with the concern fills out the resolution section of the form. The Department Head reviews, approves and signs the form.

The Department working to resolve the concern may send a second letter or place a call to the person filing the report informing them of the action that was taken concerning their request or concern. A copy of this letter and the completed form is returned to the Village Clerk to log into the computer and documentation file. If the Department head prefers that the Village Clerk send the follow-up letter it is noted on the bottom of the form.

Incident/complaint forms are kept on file for one year. The log is kept in the computer file indefinitely – at this time.

Approved: _____