



OFFICE OF SELECTMEN
780 Route 63
PO Box 55
Westmoreland, NH 03467

Town of Westmoreland Complaint Form

Name: _____

Date: _____

Address: _____

Phone: _____

Email: _____

Description of complaint: *Include date, time & location as applicable*

(continue on additional sheet if needed)

Signature of Complainant: _____ Date: _____

Submit to Selectmen's Office, PO Box 55, Westmoreland, NH 03467 or email to townofwestmoreland@myfairpoint.net

Municipal Use Only

Reviewed By: _____ Date: _____ Map/Lot: _____

Forwarded to: Selectmen _____ Zoning/Planning _____ Health _____ Highway _____ Other: _____

Action Taken: _____

TOWN OF WESTMORELAND 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 *must be completed in writing and signed by the complainant* on a standard Town complaint form, available on the Town web site or at the Town Office and submitted to the Selectmen's Office. It may be submitted by email, letter, FAX or in person to the Town Administrator or presented to the Board of Selectmen at their regularly scheduled Selectmen's Meeting. 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 complaints will not be addressed.*

The Board or Department Head responsible for the area of complaint will be notified and the complaint investigation will begin.

All complaints will be reviewed and prioritized:

- 1) Urgent (Immediate action necessary)
- 2) Valid (Action to be taken at future date)
- 3) Not Valid (No action necessary)

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

- 1) The Complainant requests the withdrawal of the complaint.
- 2) The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
- 3) The Complainant cannot be located after reasonable attempts.

The Complainant's responsibility:

- Bring their complaint, **in writing and signed**, 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 an appropriate period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate