

Town of Sangerville Public Complaint Policy

Due to the sensitive nature of personnel related issues, the legal prohibitions against Selectmen directly supervising Town Employees, the role of the Select Board as Appeals Board for town employment related issues, and previous policy statements approved by this Board in the "Town of Sangerville Administrative Policy for Road Projects," the Sangerville Board of Selectmen adopt the following Public Complaint Policy:

Residents of the Town of Sangerville have the right and expectation that their expressions of dissatisfaction with a policy or a situation receive due consideration and timely resolution. To that end, to expedite the fair and timely handling of complaints, and to assure that complaints are handled in such a manner so as to not expose the Town of Sangerville to unnecessary legal action, all complaints should be directed to the Town Manager. Once the Manager receives a written or verbal complaint, he will record it, and attempt to rectify the situation, to include forwarding all road related complaints to the Road Commissioner. If the Town Manager and/or Road Commissioner cannot solve the problem, then, at the discretion of the Town Manager, the complaint may be brought before the Select Board as an agenda item under New Business. The Board of Selectmen will not act on any complaint brought forward in Open Forum, or any other part of the Select Board Meeting agenda, that has not been taken to the Town Manager for resolution first.

All requests for Freedom of Access Act materials must be submitted in writing, and the FOAA Officer, i.e. the Town Manager, will coordinate the copying of the documents in a timely manner.

Adopted by Sangerville Board of Selectmen May 13, 2014.