



Formal Complaint Form

Complainant Information

Name: _____ Phone: _____

Address: _____ E-Mail _____

Offending Party(ies)

Name: _____ Phone: _____

Address: _____ E-Mail _____

Complaint Information

Details of Complaint: _____

Date and Time of Alleged Offence: _____

Outcome Seeking (**REQUIRED**) _____

Signature of Complainant: _____ Date: _____

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(OFFICE USE ONLY)

Received by: _____ Date: _____

Complaint Logged: _____ Offending Party(ies) Notified: _____ Forwarded to COW: _____

Action Needing to be Taken at Town Board Meeting? _____

Formal Action Taken/Resolution: _____

Town Chair Signature: _____ Date: _____

Resolution Sent to Complainant: _____

Formal Complaint Process

- The formal complaint must be in writing and must provide details of the alleged offence, the date and time of the alleged offence, and the names and addresses of the offending party(ies), if known. The formal complaint must include the outcome the complainant is seeking in order to resolve their complaint and it must be signed by the complainant.
- The formal complaint will be signed and dated by the received person.
- After completing the formal complaint, the receiving person will log the complaint.
- After logging the complaint, the receiving person will notify the offending party(ies) if known.
- After logging the formal complaint, it will be forwarded to the Committee of the Whole for discussion. The Committee of the Whole will discuss it at the next meeting, and it will be decided if action needs to be taken at a Town Board meeting.
- If the formal complaint is brought to the Town Board meeting any action or resolution taken will be recorded on the formal complaint form and signed by the Town Chair.
- Following signing by the Town Chair, the receiving person will log any action or resolution taken.
- Finally, the receiving person will send the resolution back to the complainant.