



REPORT TO VILLAGE BOARD

ITEM NAME:	Complaint Procedure Review
MEETING DATE:	October 10, 2025
PRESENTING COMMITTEE:	Referred by Village Board on 08/25/25
COMMITTEE CONTACT:	Sandi Sorensen
STAFF CONTACT:	Jennifer Poyer
PREPARED BY:	David Baker/Jennifer Poyer

ISSUE: A resident of the Village has filed a complaint against all 7 VOK Board members and against 1 Village employee (a Department Head), requesting that the complaint be entered into the official complaint log which is reviewed by the CLIPP committee.

The Village has adopted a Code of Conduct 115-13 which governs the procedure for handling complaints by residents against elected officials. The Code of Conduct does not include entering the complaints against elected officials in the CLIPP complaint log.

Ordinance 14-21 governing CLIPP includes the language in 14-21G(8) that states that CLIPP duties shall include any matter of resident complaints or concern.

Policy GEN-012 Complaints to the Village also addresses the Complaint Procedure.

The Village's organizational chart shows that the Department Heads report to the Village Administrator which would indicate that the Village Administrator is responsible for supervision and discipline of Village employees, rather than a Standing Committee.

This item falls under the following APC jurisdiction: (14-20G1) Personnel policies and (14-20G3) Changes to policies of the village as they relate to personnel or financial matters.

OBJECTIVES:

ISSUE BACKGROUND/PREVIOUS ACTIONS:

APC previously voted 5-0 on 8/19/25 to recommend that the Village Board repeal the code of conduct ordinance 115-13 and instruct APC to do a review on all policy and ordinances related to complaint procedures.

The Village Board voted 5:2 on 8/25/25 to repeal the Code Conduct Ordinance 115-13 and direct APC to review the complaint procedure and draft a new code of conduct.

The review of and recommendations for the Village's complaint procedure is on the 9/16/25 APC agenda. Drafting a new code of conduct will be addressed at a future APC meeting.

On 9/16/2025 the APC took the following action according to the UNAPPROVED meeting minutes:
Motion by Sorensen/Fredel to recommend village board approve the complaint procedure updates as presented.
Motion carried 4:0 by voice vote.

PROPOSAL:

ADVANTAGES:

DISADVANTAGES:

ITEMIZE ALL ANTICIPATED COSTS (Direct or Indirect, Start-Up/One-Time, Capital, Ongoing & Annual, Debt Service, etc.)

RECOMMENDED ACTION: Review our Complaint Procedures and Ordinances and make recommendations to the Village Board. Drafting a new code of conduct will be addressed at a future APC meeting.

OTHER OPTIONS CONSIDERED:

TIMING REQUIREMENTS/CONSTRAINTS:

FUNDING SOURCE(s) – Must include Account Number/Description/Budgeted Amt CFY/% Used CFY/\$

Remaining CFY

Account Number:

Description:

Budgeted Amount:

Spent to Date:

Percentage Used:

Remaining:

ATTACHMENTS (describe briefly): Proposed updated Complaint Procedure, Ordinance 14-21, Policy Gen-012, VOK Organizational Chart Page 1