

POLICY ID: GEN-012		TITLE: Handling Citizen Complaints to the Village	
☐ ORIGINAL ☒ REVISION		APPROVED BY:  VILLAGE BOARD: _____ Village Clerk	
EFFECTIVE DATE: Immediate		DATE: 05/23/22 & 01/23/23	
APPLIES TO: ☒ FLSA EXEMPT		☒ FLSA NON-EXEMPT	
☒ REPRESENTED EMPLOYEES		☒ Non-REPRESENTED EMPLOYEES	
<i>This policy applies to all Village of Kronenwetter employees in the categories checked in this section. Provisions within individual personal contracts or a collective bargaining agreement may supersede certain parts of this policy.</i>			

Purpose – The purpose of this policy is to provide a clear and consistent process for receiving, reviewing, and addressing citizen complaints submitted to the Village. This ensures that all concerns are handled in a fair, timely, and consistent manner and followed through to completion

Policy-

Submission of Complaints

- All complaints must be submitted in writing to the Village Clerk.
- Complaints may be submitted in person, by mail, or via electronic submission such as email
- Complaints must, at a minimum, contain the following items:
 - Name, phone number, and address of the citizen
 - A date and time of the event being reported
 - Location of the event being reported
 - A description of what occurred, who was involved if applicable, and the remedy being sought by the citizen

Initial Review by Village Clerk

- Upon receipt, the Village Clerk will review the complaint to determine whether it contains the minimum required information and if it is a personnel-related matter or a non-personnel matter.

Routing of Complaints

- A copy of the complaint will be routed to the appropriate Department Head with the Administrator copied. If the complaint is about the Administrator the complaint will be forwarded to the APC Chairperson with the Village President copied.
- Non-personnel complaints will be added to the CLIPP Committee complaint log by the CLIPP committee clerk prior to the next scheduled committee meeting.
- Personnel complaints will be directed as follows:
 - Complaints regarding Fire or Police personnel will be forwarded to the Police and Fire Commission (PFC) clerk prior to the next scheduled commission meeting ensuring that all appropriate measures are taken to respect the rights and privacy of the personnel named in the complaint.
 - Complaints regarding non-Police and non-Fire personnel will be added to the APC committee complaint log by the Village Clerk prior to the next scheduled committee meeting ensuring that all

appropriate measures are taken to respect the rights and privacy of the personnel named in the complaint.

- Elected Official and Citizen Committee member complaints will be added to the next regular Board agenda to be discussed by the board and handled per applicable ordinances and statutes.

Department Head Responsibility:

- The appropriate Department Head is responsible for addressing the concern submitted by the citizen and bringing it to resolution as soon as possible.
- Department Heads must acknowledge receipt of the complaint in writing, to the Village Clerk, within 1 business day of receiving it.
- Department Heads must complete a resolution or provide a written status update to the citizen within 5 calendar days. If additional time is needed due to the complexity of the complaint, an extension may be granted by the Village Administrator (or APC Chairperson if the complaint involves the Administrator), but the citizen must be kept informed in writing.
- Department Heads must document the actions taken and provide a report of the status and/or resolution to the appropriate committee or commission.

Committee and Commission Oversight:

- Committees (CLIPP, APC) are responsible solely for monitoring that the concern was appropriately addressed and resolved by the responsible Department Head.
- The PFC is responsible to act under the authorities granted them by state statute and village ordinance.
- This process shall not be construed as a means to delay staff from taking immediate action to resolve a complaint. Department Heads are expected to proceed with resolution without waiting for committee or commission review.
- Even if a complaint is resolved before it is formally reviewed by the committee or commission, it must still be entered into the complaint log for transparency and oversight.
- Oversight is carried out by maintaining complaint logs, reviewing documentation, and confirming resolution.
- Committees do not directly manage or resolve complaints.

Documentation, Tracking, and Transparency:

- The Village Clerk will maintain a record of all complaints received, including date of submission, classification (personnel vs. non-personnel), deadlines, and the body to which it was referred.
- Committees and commissions will ensure through monitoring that the responsible Department Head has resolved the complaint in accordance with the established timeline.
- Once a resolution has been reached, the committee or commission may remove an issue from its log by a majority vote. Items shall not be removed from the log by any other means.
- To promote transparency, summaries of complaint activity and resolutions will be made available to the public on request.
- Personnel-related complaints will be reported in a way that protects the privacy and confidentiality of employees, with identifying details removed or anonymized.