



Jennifer

Report to Community Life, Infrastructure and Public Property Committee

Agenda Item: Discuss & Act On: GEN-012 Complaints to the Village Board Amendment
Meeting Date: November 6, 2023
Referring Body: Community Life, Infrastructure & Public Property Committee
Committee Contact: Christopher Eiden, Committee Chair
Staff Contact: TBD by Committee/Village Board
Report Prepared by: Kim Manley, Interim Administrator

AGENDA ITEM: Discuss & Act On: GEN-012 Complaints to the Village Board Amendment

OBJECTIVE(S): Review policy for updates. The current policy language is written for the purpose of:

"Policy - Village staff shall place a copy of that log on the regular schedule of the Community Life, Infrastructure, and Public Property (CLIPP) for review and discussion by the committee. The committee will review the complaints and summarize the actions that staff took administratively to address the complaints. Suppose the committee feels that a change in the policies, or ordinances of the Village needs to occur. In that case, they shall either place the item on a future CLIPP agenda or recommend that staff take the thing to another committee of the Village for recommendation by that committee to the Village Board. For example, water quality complaints would go to the Utility Committee of the Village, Tax Assessments would go to the Board of Review, etc."

However, this has morphed into reporting complaints that do not pertain to an ordinance or policy of the Village. It has also been assumed that the Zoning Department is the creator and enforcement behind most of the complaints – such as noxious weeds or an unlicensed vehicle. This is not the case in reviewing **Village Ordinance 382-Nuisances. (included with packet)**. It has also become a place to list complaints against staff. **The Village's organizational chart** clearly defines the responsible parties for reviewing complaints concerning staff or staff performance. Any complaint with staff or staff performance should be reported to their immediate supervisor. **(included in packet)** *provided*

The changes made to the policy recognize the original scope:

- 1.) Monthly Reporting of Complaints – but now it clearly states these complaints pertain to the Village Code of Ordinances or Policies only.
- 2.) Committee Review – should an item be referred to another Committee or Village Board still remains in force along with review of the process/outcome taken by staff. *need current version.*

HISTORY/BACKGROUND: At the last meeting of the Committee members asked what the purpose was for bringing a list of complaints to the Committee. What is the purpose of seeing the different complaints – especially for things like junked or inoperable cars, mowing or weeds? The majority of these items are considered a public nuisance under Ordinance 382.

The amendment still recognizes that this is a procedure to review concerns and complaints, it also states the staff will track all written complaints received and answer them using the adopted Village laws/ordinances and state statutes. The words policy or policies here were in areas stricken because a policy cannot supersede an ordinance or state statute so when staff is looking at a particular complaint the law is primary and a policy would be secondary. This is also stated in the revised

paragraph noting complaints, if needed, should be forwarded to the appropriate body for further review of an existing ordinance or policy.

PROPOSAL: Review current policy for possible amendment.

RECOMMENDED ACTION: To be determined by Committee.

FINANCIAL

Financial Consideration/Action: None.

FUNDING SOURCE:

Account Number/Title:		n/a
Current Adopted Budget:	\$	n/a
Spent to Date:	\$	n/a
Remaining Budget:	\$	n/a
Requested Amount:		
Remainder of Budgeted Amount, if approved:		

ATTACHMENT:

Gen-012 Complaints to the Village – Original
Gen-012 Complaints to the Village – Amended
Ordinance 382-Nuisance, Village of Kronenwetter Code of Ordinances.
Organizational Chart