POLICY ID: *GEN-012*	TITLE: *Complaints to the Village*	
☒ ORIGINAL ☐ REVISION EFFECTIVE DATE: *Immediate*	APPROVED BY VILLAGE BOARD: *Village Clerk*	DATE: 05/23/22 & 01/23/23
APPLIES TO:	☒ FLSA EXEMPT ☒ REPRESENTED EMPLOYEES	☒ FLSA NON-EXEMPT ☒ Non-REPRESENTED EMPLOYEES
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.		

Purpose – As part of the Village's Mission Statement, the Village Board has determined that the Village will meet service demands through high-quality customer service, innovation, a positive work environment, and a commitment to excellence. Therefore, complaints of the Village should be handled administratively by Village staff. The Community Life Infrastructure and Public Property Committee will review them to ensure that if policy changes need to occur, the elected officials of the Village can address them promptly.

Policy – Village staff will log any verbal or written complaint received by the Village related to non-Police or Fire associated matters. Village staff will address the complaints promptly to the best of their ability and within the adopted policies, ordinances, and state statutes.

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.