

<b>POLICY ID:</b> GEN-012	<b>TITLE:</b> <i>Complaints to the Village</i>	
<input checked="" type="checkbox"/> ORIGINAL <input type="checkbox"/> REVISION	<b>APPROVED BY VILLAGE BOARD:</b>	<b>DATE:</b>
<b>EFFECTIVE DATE:</b> <i>Immediate</i>	_____ <i>Village Clerk</i>	<b>05/23/22 &amp; 01/23/23</b>
<b>APPLIES TO:</b>	<input checked="" type="checkbox"/> FLSA EXEMPT	<input checked="" type="checkbox"/> FLSA NON-EXEMPT
	<input checked="" type="checkbox"/> REPRESENTED EMPLOYEES	<input checked="" type="checkbox"/> 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>		

**Overview:** To review ongoing complaints, to determine if the item(s) raised within the complaint would require possible changes to the Village of Kronenwetter Code of Ordinance.

**Designated To:** Community Life, Infrastructure and Public Property Committee

**Purpose:** The Community Life, Infrastructure and Public Property Committee’s purpose is to review the ~~them~~ complaint(s) received that pertain to the Village Code of Ordinances to recognize if ~~policy~~ an ongoing item would require review of an ordinance to determine if a change to the specific ordinance may be needed. This may also apply to any policy that is currently in effect, however, for enforcement purposes the Code of Ordinances and State Statute(s) shall always supersede any policy in place.

~~– 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. Village staff and the Police Department will report monthly at the meeting of the designated committee log track any verbal or written complaint(s), excluding all items that are not Ordinance related, for example; civil matters, insurance claims or pending litigation, received by the Village not related to complaints against the Police or Fire Departments. related to non-Police or Fire associated matters. Public nuisances under Ordinance 382-Nuisances are by ordinance are initially handled by the Police Department. Village staff will address the complaints promptly to the best of their ability within the adopted ordinances, and state statutes. Complaints of the Village should be handled administratively by Village staff. Discussion, if the Committee determines, may occur on the process, ordinance or outcome with staff. At any time the Committee may recommend that the Ordinance(s) be reviewed for possible amendment.~~

~~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, et~~