

**GRIEVANCE POLICY
Or
CITIZEN COMPLAINT PROCESS**

(Not including objections to environmental determinations that have mandated complaint procedures already in place)

Notice of Complaint

A person with a complaint should notify the City Administrator, P.O. Box 371, 25 SW Russell, Stevenson, Washington 98648 or at telephone number (509) 427-5970. The complaint may be oral or written. However, if the complaint is oral, the City Administrator will record the complaint in writing and record the name of the complainant. All complaints and records of action taken will be maintained on a log.

Complaint Investigation

The City Administrator or his/her designee shall investigate the complaint and provide a written response to the person who filed the complaint within fifteen days of the day the complaint is received. A copy of the complaint and attendant response will be given to both the Mayor and the City Council of the City of Stevenson at the next regularly scheduled council meeting.

Appeal of Complaint Resolution

If any party is aggrieved by the resolution of the complaint, the party may, within thirty days of the date the response is mailed, request a public hearing on the complaint before the City Council. A hearing will be convened within thirty days after the request is received. All requests for a hearing must be in writing. Appropriate sponsoring agencies and impacted parties will be notified of the hearing. The City Council will decide on a final resolution of the complaint within thirty days of the hearing.

Adopted by Council Action on September 15, 1995 and updated by Council on August 20, 2009.

David M. McKenzie, Mayor

Attest:

Mary Ann Duncan-Cole, City Administrator,

