

## Municipal Complaints Policy

### 1. PURPOSE

This policy is intended to enable the City of Destin to promptly and effectively address program and service delivery concerns raised by members of the public. The policy will assist the municipality in providing excellent service to the public and contribute to continuous improvement of operations. This policy applies to all employees and volunteers of the City of Destin and is intended only to establish uniform guidelines and aid employees and volunteers to ensure satisfactory resolution of a complaint. This Policy is not intended to and it does not create any legal right, cause of action, or any sort of claim for the complainant.

The City of Destin strives to increase customer satisfaction by:

- Providing a fair complaint procedure which is clear and easy to use for anyone wishing to make a complaint; and
- Providing a timely and accurate response to complaints; and
- Using complaints as an opportunity to improve program and service delivery issues.

### 2. REFERENCES

Florida Statutes, Chapter 112 Part III of Code of Ethics for Public Officers and Employees, City of Destin Charter, City of Destin Personnel Rules & Regulations (Employee Manual), ADM-31 Code of Ethics, ADM-92 General Principles & Protocols.

### 3. POLICY:

#### Definition

A complaint is an expression of dissatisfaction related to a municipal program, service, facility, staff member or volunteer, where a citizen believes that the municipality has not provided a service experience to the customer's satisfaction at the point of service delivery and a response or resolution is expected. To file a general complaint, residents should use the Citizen Issue/Request Submission Portal found on our website. Residents may also contact the Office of the City Manager via telephone to file a general complaint. The City's Sr. Administrative Coordinator or other City Manager Designate will submit all complaints received via telephone into the Citizen Issue/Request Submission Portal for processing.

Anonymous complaints will not be addressed except in circumstances where the subject matter of the complaint creates a health and safety situation or other serious effect.

A complaint is different from:

- A request for service made on behalf of a citizen for a specific service, or to notify the municipality that a scheduled service was not provided on time. (Example of a Request for Service: streetlight outage; garbage/recycling; potholes; sidewalks, code compliance issues)
- A general inquiry or specific request for information regarding a municipal service.
- An opinion or feedback, comment and expression of interest in a program or service process.
- A suggestion or idea submitted by a customer with the aim of improving services, programs or processes.

This policy does not apply to complaints regarding:

- A decision of Council or a decision of a board or committee of Council.
- Internal employee complaints.
- Matters addressed by legislation or an existing municipal law. Ordinance, resolution, or regulation.
- Matters that are handled by tribunals, courts of law, quasi-judicial boards etc.

#### Resolution:

The complainant is encouraged to attempt to resolve concerns by dealing with municipal

employee(s) directly involved with the issue where appropriate.

All employees are responsible to resolve concerns by dealing with issues or concerns before they become complaints.

#### Process for Filing a Complaint

Where a mutually agreed upon resolution between the citizen and the employee cannot be achieved, complaints shall be submitted through the Citizen Issue/Request Submission Portal.

All complaints received will be logged and forwarded to the City Manager and appropriate department head or designate. The complainant will receive notification from the Office of the City Manager that the complaint has been received and is assigned a tracking number.

The employee assigned to investigate the complaint shall acknowledge receipt of the complaint within two business days.

#### Decision

Within ten business days of receipt of being assigned investigation of the complaint, the employee shall provide a response to the City Manager and the complainant to advise of the outcome; or provide an estimated timeline for the resolution of the complaint.

The response shall include:

- Reasons for the decision.
- Actions, if any, the municipality has taken or will take because of the complaint.
- If the department is unable to provide a response within (10) business days, they shall notify the City Manager and the complainant of the delay and provide an estimate of when a response will be provided.

#### Record Keeping


The Office of the City Manager shall file a copy of the complaint and resolution for record keeping purposes only, in accordance with applicable law and internal regulations.

#### Appeal Process

There is no appeal process at the municipal level once the municipality has communicated the decision to the complainant.

#### **4. POLICY REVIEW**

This policy will be annually reviewed and periodically updated as required.

  
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Lance A. Johnson  
City Manager