

Standard Operating Procedure

Internal Processes for Public Complaints

Complaints received by Board Members:

- If a board member receives a public complaint related to Town of Norwood or one of its entities, the board member should direct the public to submit a Public Complaint form by one of the below means or should fill out a form themselves within 24 hours of verbal complaint.
 - **In-Person:** Visit the Town Hall between the hours of 7:30 am to 5:30 pm, Monday to Thursday to pick up or drop off form.
 - **Email form to:** pierce@norwoodtown.com
 - 2. Board member should then direct any discussion or concern to the Town Manager for review.
 - 3. If a complaint is received in regard to the Town Manager, it shall be sent to the Personnel Committee for their review and follow up at personnel@norwoodtown.com.
- **FORM CAN BE FOUND ON Town Website or In person:** The complaint form can be found on the “**Applications/Permits**” section of the Town of Norwood official website or pick up at Town Hall 1670 Naturita St, Norwood, CO 81423.
- The Town of Norwood will not accept anonymous complaints or complaints via Social Media. At minimum, you must provide the following information:**
- *Name (First & Last)*
 - *Physical Address*
 - *Telephone Number*
 - *Nature of your complaint*

Complaints received by Town Employees, or entity employees:

- If a staff member receives a public complaint related to Town of Norwood or one of its entities, the staff member should direct the public to submit a Public Complaint form by one of the below means or should fill out a form themselves within 24 hours of verbal complaint.
 - **In-Person:** Visit the Town Hall between the hours of 7:30 am to 5:30 pm, Monday to Thursday to pick up or drop off form.
 - **Email form to:** pierce@norwoodtown.com
- **FORM CAN BE FOUND ON Town Website or In person:** Residents can find the complaint form on the “**Applications/Permits**” section of the Town of Norwood official website or pick up at Town Hall 1670 Naturita St, Norwood, CO 81423.
- The Town of Norwood will not accept anonymous complaints or complaints via Social Media. At minimum, you must provide the following information:**
- *Name (First & Last)*
 - *Physical Address*
 - *Telephone Number*
 - *Nature of your complaint*

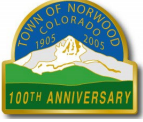
2. Once the complaint has been received by one of the employees, they shall immediately give the completed complaint form to the Town Manager.

Town Manager Duties:

- Once received, Town Manager will review to see which department heads should be notified, if any.
- The Public Complaint Investigation Form will then be filled out by department head in the time frame set forth on the form by the Town Manager.
- Once the department head fills out the investigation, they need to return to the Town Manager via email or in person.
- Town Manager, or designee, will either do his/her own additional investigation or review for completion.
- The Town Manager will check off the applicable follow up on the bottom of the form in addition to others that are notified.
- The complainant who filed the complaint will be notified by the Town Manager, or its designee, that the investigation is complete.
 - Personnel or business entity follow up will not be communicated to the complainant, only that the complaint investigation is complete.
- Complaint and Investigation Forms will be kept internally for 6 months after completion.

Additional Documents:

- Public Compliant Procedure and Form
- Public Complaint Internal Investigation Form



Standard Operating Procedure

Public Formal Complaints

For General Complaints:

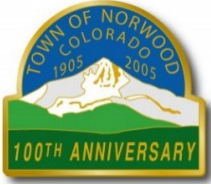
Official/Formal complaints must be filled out on the Town of Norwood's Complaint Form (*attached*). To file an official complaint, residents are encouraged to do so in one of the following manners:

- **Telephone 970-327-4288:** When calling to file a formal complaint, you will be directed on how to find the paper complaint form, have a form sent to you, or staff can fill out a form for you with your permission.
- **In-Person:** Visit the Town Hall between the hours of 7:30 am to 5:30 pm, Monday to Thursday.
- **Email form to:** dsheriff@norwoodtown.com.
 - For complaints against the Town Manager and email to personnel@norwoodtown.com
- **Town Website:** Residents can find the complaint form via the "**Applications/Permits**" section of the Town of Norwood official website.

The Town of Norwood will not accept anonymous complaints or complaints via Social Media. At minimum, you must provide the following information and fill out the Complaint Form (attached):

- ***Name (First & Last)***
- ***Physical Address***
- ***Telephone Number***
- ***Email Address (if applicable)***
- ***Nature of your complaint***

Once your complaint has been received by the Town Manager or Personnel Committee, an investigation will take place to determine any further action needed. Once that investigation has been complete then the Town Manager or representative of the Personnel Committee will follow up with via the phone number given on the complaint form. However, only the fact that the investigation of your complaint has been completed but not the disciplinary action/follow up of employees or establishments.



Town of Norwood Public Complaint Form

Date received. Official Use only

To be filed in by the Citizen and Filled with the Town Manager or Personnel Committee

Name: _____ May we use your name in pursuing this manner? Yes No

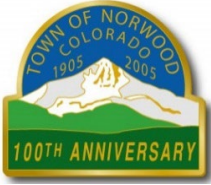
Street Address/City/State/ZIP: _____

Mailing Address (if different): _____ Phone Number: _____

NATURE and FACTS OF COMPLAINT

Signature of Complainant: _____

Date: _____



**Town of Norwood
Public Complaint
Internal Investiaation**

Number of nature of
complaint in the last
6 months: _____

SUPERVISOR INVESTIGATION

TO: _____ Date of Referral to Dept Head: _____

The attached complaint is referred to you for your investition and report. Please complete the "Investigation Report" portion of this form, and return this form to the Town Manager in _____ days.

INVESTIGATION REPORT: _____



Town Manager



Employee Disiplinary Action Taken (If any):

Other Mitigation Steps Taken:

- Notified Ordin. Officer** *Not Applicable*
- Notified Public Works** *Not Applicable*
- Notified Board** *Not Applicable*
 - Town of Trustees
 - Norwood Water Board
 - Norwood Sanitation Board
 - Planning and Zoning Board

Notified Citizen of Completion on: _____ **Initials:** _____