

POLICY OF THE BOARD OF SELECTMEN TOWN OF UXBRIDGE, MASSACHUSETTS

PROCESSING OF CITIZENS REQUEST COMPLAINTS

1.0 PURPOSE

The purpose of this policy is to establish a standardized process by which citizen's requests and complaints are processed by town departments in cooperation with the Board of Selectman and the Town Manager. The goal of this policy is to improve the efficiency of Town departments as it relates to citizens complaints, and to allow the Board of Selectmen to concentrate its efforts on issues relating to overall town affairs and policy.

2.0 POLICY GUIDELINES

- 2.1 This policy recognizes that certain requests or complaints may not be resolved. Citizens seeking resolution for issues regarding expenditures of funds; differences of opinion, or public policy positions.
- 2.2 Citizen requests or complaints relating to customary town operations shall normally be directed to the department head responsible for the matter at hand.
- 2.3 Upon receipt of a request or complaint, the department head shall promptly review and take appropriate action relative to the matter, provided such resolution is consistent with town policy, local by-law or state statute, and shall promptly communicate such action to the individual who raised the request or complaint in a reasonable time. The department head shall clarify town policy with the Town Manager prior to rendering a decision, when necessary.
- 2.4 If the action taken on the department level does not resolve the request or complaint, the individual shall be directed to the Town Manager. The Town Manager, working with department head shall attempt to resolve the matter. The Town Manager's recommended course of action shall be promptly communicated to the individual who raised the request or complaint.
- 2.5 The Town Manager shall be the final arbiter of the request or complaint. However, citizens retain the right to communicate with the Board of Selectmen at a scheduled meeting via Citizen's Forum, agenda item, as well as email contact through the Town's webpage.

3.0 APPLICABILITY

This policy is applicable to all citizens and town employees.

4.0 QUESTIONS

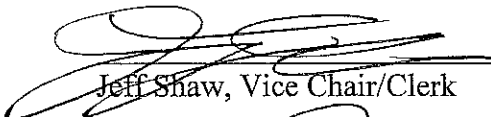
Please contact the Town Manager's Office at (508)278-8604 extension 2002 if you have any questions.

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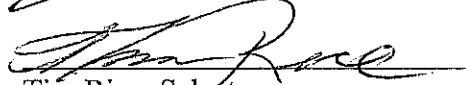
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This policy was adopted by the Board of Selectmen on June 9, 2014.

Jennifer Modica, Chair

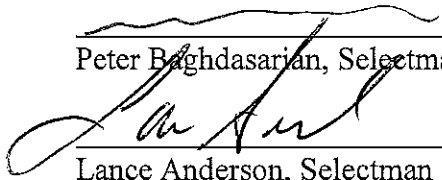


Jeff Shaw, Vice Chair/Clerk



Tim Rice, Selectman

Peter Baghdasarian, Selectman



Lance Anderson, Selectman

6/9/14

Date Approved