

**LAMONT COUNTY
POLICY**

- TITLE:** COMPLAINT PROCEDURE
- AUTHORITY:** ALL DEPARTMENTS
- POLICY STATEMENT:** LAMONT COUNTY WILL HAVE A PROCEDURE IN PLACE FOR DEALING WITH COMPLAINTS FROM THE PUBLIC.
- PURPOSE:** ALL COMPLAINTS RECEIVED WILL BE DEALT WITH EXPEDIENTLY AND IN A PROFESSIONAL AND DISCRETIONARY MANNER
- POLICY RESOLUTION:** ASB 09-065
- PROCEDURE:**
1. All public complaints or concerns concerning Lamont County shall be received with empathy.
 2. All public complaints must be in writing and any complaints not submitted in writing, (via phone calls), shall be documented by county staff and forwarded to the appropriate department. All complaints pertaining to policy or directives must be in writing.
 3. Issues that may be liability based must be documented in writing.
 4. Upon receipt, the department manager must review the complaint and report back to the complainant within 5 days of the complaint, unless the complaint is safety related.
 5. Safety related complaints (e.g. damaged sign, rocks on road, etc.) will be investigated in a timely manner and followed up with the complainant.
 6. If the complaint is not addressed within 15 working days of the initial receipt, an appeal may be directed to the County Manager by the complainant in writing.

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7. The County Manager shall give his or her final decision in writing to the complainant within 5 working days of reviewing the appeal.
8. If an additional appeal is warranted by the complainant, a written request with detailed summary is to be directed to County Council and appropriate department (i.e. ASB, Public Works, etc.) or respective appeal board. The appeal must be received in 10 working days prior to Council or ASB Meeting. The decision of the County Council or Board will be final.