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| **City of Odebolt****PO Box 433****205 W 2nd St****Odebolt, IA 51458****Mayor**Todd Bengford**City Council**Carl HemerSeth DuffDrew StuhrenbergRon SorensenLevi Thies**City Clerk**Samantha Reese, ADA Coord.**Public Works Superintendent**Michael Grote**Nuisance Chair Signature:**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Mayor Signature**:Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Title VI/ADA CITIZEN COMPLAINT FORM**Please complete the following information so that the city can investigate your complaint. Please print clearly.**Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Street Address/PO Box City State Zip Code**Phone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Home # Cell #**If requested, will you attend a City Council meeting to explain your complaint? Yes □ No □****Nature of Complaint: (include date, time, place, and facts of your complaint)** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Explain how you feel the complaint should be resolved:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Would you like to opt out of making this complaint an open record?****Yes □ No □ (If you check No it is very possible that the City will not be able to take action on your complaint)****(Print Name) Date****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Signature****All Complaints must be signed and dated to be considered valid.** |

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| **City of Odebolt****PO Box 433****205 W 2nd St****Odebolt, IA 51458****Mayor**Todd Bengford**City Council**Carl HemerSeth DuffDrew StuhrenbergRon SorensenLevi Thies**City Clerk**Samantha Reese**Public Works Superintendent**Michael Grote | **CITIZEN COMPLAINT/RESOLUTION PROCEDURES**The purpose of this policy is to provide guidance to the City Council, Mayor, City staff, and citizens of Odebolt for filing, investigating, and researching complaints. Also, to establish a formal procedure affording public officials and city staff an opportunity to remedy or determine a resolution to the matter, if and when applicable.The City of Odebolt is committed to maintaining the quality of services; professionalism; integrity; teamwork; diversity; empowerment; and improving relationships between City employees, City Council members, Mayor, and the citizens. The Odebolt City Council is very concerned about those items that might impact the citizens of our community. It is the policy of the City of Odebolt to seriously consider matters which are brought to our attention or lodged by citizens. When appropriate, effective action will be taken to address and correct the complaint.**Definition of a Complaint**It is important to recognize the difference between a complaint and a suggestion, observation, question, neighbor dispute, or simply a call pointing out a hazard or safety issue. The elected official fielding the complaint will need to determine whether or not a complaint exists. Examples of complaints include:1. Infraction Complaint
* A citizen’s complaint against a fellow citizen because he or she feels a city ordinance is being violated
1. Non-Infraction Complaint
* A complaint against the City as the result of a policy or ordinance deemed unfair
* A complaint against the City because of what a citizen feels is inaction
1. Misconduct Complaint
* A complaint filled out by a citizen against a city employee or an elected official
* A complaint filled out by a city employee against another employee, a citizen, or an elected official

**Who Can File a Complaint?**Any citizen or employee of the City of Odebolt can file a complaint against another citizen, the City, a City employee or an elected official. |

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* For complaints involving municipal infractions, the Mayor will review the complaint form. Complaints will be investigated for validity and resolution.
* If found valid:
1. And this is the first complaint received, an informal notice will be delivered or sent to the offender specifying the complaint, action required to be in compliance with the ordinance of the City of Odebolt, and a reasonable time frame allowed for action.
2. In the event that corrective action has not taken place within the reasonable timeframe given, or in the event of a second complaint after the timeframe allowed, a formal Nuisance to abate will be delivered by the Sac County Sheriff Department.
3. If no action is taken after the timeframe allowed on the formal Nuisance, the appropriate municipal infraction citations will be issued for each occurrence thereafter.
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**Non-Infractions Complaint*** Steps will be taken on non-violation issues to be resolved by the appropriate body. Example, matters involving street repairs will be reviewed by the Public Works Superintendent.
* The matter will be directed to the City Council in the event that simple resolution is not possible and the Council will be kept apprised of issues in progress.

**Misconduct Complaint*** If the complaint is about a specific employee, the complaint will first be forwarded to the City Clerk and the employee’s direct supervisor. If the complaint is about a department head, the complaint will be forwarded to the Mayor.
1. The Mayor will make the determination as to how the complaint handling will proceed.
2. If legal counsel is required, the City Clerk will consult the City Attorney
3. if a closed session is required, the Mayor may call a special meeting with the City Council upon written request of the employee.
4. If disciplinary action is required, the disciplinary procedures laid out in the Employee Handbook will be followed.
* If the complaint is about an Elected Official, the complaint will be forwarded to the Mayor who will determine how to proceed. If legal counsel is required, the City Clerk will contact the City Attorney.
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**Office Use Only:**

Received by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nuisance Chair Handling Investigation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is Complaint Valid

 □ Yes

 □ No

 □ Legal Advise Needed

Remarks\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Actions Taken:

 □ Complaint Form Copy sent to Complainant

 □ Letter to Violator

 □ Abatement Proceeding Started

 □ Municipal Infraction Filed

 □ Meeting Set Up with Violator, Mayor, Nuisance Chair, and City Clerk

 □ Legal Advise Needed

 □ No Action Taken

Comments/Date Case is Closed:

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