

City of Ute, Iowa

CITIZEN COMPLAINT FORM

Please complete the following information so that the City can investigate your complaint. If the City finds that your complaint is appropriate, the information contained on this form will be used to properly address the situation. Please print clearly.

Date _____ Time: _____

Name: _____

Physical Address: _____

Phone Number(s): _____

Would you like to attend a City Council meeting to explain your complaint? Yes No

If *requested*, will you attend a City Council meeting to explain your complaint? Yes No

Nature of Complaint: Animal Vehicle Grass/Weeds Sidewalk Noise Other

Narrative of Complaint, include the date, time, place, and facts of your complaint:

Explain how you feel the complaint should be resolved:

Signature _____ Date _____

All complaints must be signed and dated to be considered valid.

Office Use Only:

Received by _____ Date _____ Time _____

Ordinance Violated: _____

Addressed at Council Meeting? Yes, Date: _____ No _____ Response to Citizen? Yes No If so,

When: _____ How: _____

Complaint Procedure

Adopted February 5, 2024

All Civil Claims, Complaints, or Ordinance Violations: Matters under this procedure are not limited to municipal infractions, but are open to all manner of needs of residents. The City Clerk will direct each complaint to the appropriate City official for investigation and disposition.

Complaint Procedure

1. All Council members, Mayor, City Clerk or City staff receiving a complaint from a citizen will ask the person to complete the attached form. No complaint will be considered unless and until a Complaint Form is completed and submitted to the City Clerk.
2. Citizen completes the formal complaint form and delivers to City Clerk.
3. City Clerk will review and add references in the Code of Ordinances for review.
4. Each complaint will be reviewed by the Mayor and placed on the Council agenda for consideration if complaint violates an ordinance or citizen requests to be on agenda.
5. City Clerk will include complaint information in the council packet prior to the meeting so that Council can do their own independent investigation and research.
6. Council will discuss at their next regularly scheduled meeting and determine action(s), if any are deemed necessary.
7. Mayor and City Clerk will carry out the direction given by Council and report back to Council with resolution or further direction.

Note: Items that are criminal, traffic or other law enforcement issues will immediately be forwarded to the Monona County Sheriff's office by the City Clerk or Mayor.

If the complaint is about a specific employee, the complaint will first be forwarded to the employee's direct supervisor.

If the complaint is about a City Council Member, the complaint will be forwarded to the Mayor. The Mayor will make the recommendation as to how the complaint handling will proceed.

If legal counsel is required, the Mayor will consult the City Attorney.

If a closed session is required, the Mayor may call a special meeting with Council. If disciplinary action is required, the disciplinary procedures laid out in the employee handbook will be followed.