

# CITY OF MENDOTA

## POLICY RELATING TO COMPLAINTS

The following rules and procedures will be used regarding complaints:

### **1. Complaint Form**

- A. A complaint form shall be developed which requires the name, address and contact information of the complainant.
- B. The form shall advise a complainant that their written complaint constitutes public data. If the complaint concerns the violation of state law or local ordinance concerning the use of real property, then the identity of the complainant will be considered confidential.

### **2. Administrative Response to Complaints**

- A. All complaints shall be submitted to the City Clerk.
- B. If the complaint involves potential criminal conduct, then the complaint shall be referred to the Chief of Police for further investigation.
- C. The existence and status of any complaint or charges against employees, is public data pursuant to Minn. Stat 13.43.
- D. The City shall keep the identity of the complainant confidential only if the complaint concerns the use of real property within the City of Mendota (see M.S.A. 13.44).
- E. The City Clerk shall resolve as many citizen complaints as possible administratively. Responses to complaints shall be in writing.
- F. For complaints that cannot be handled administratively, the Clerk shall place the citizen complaint on the City Council Agenda within 30 days after receiving the complaint.
- G. The Clerk shall prepare a quarterly report summarizing all complaints and the manner of disposition.

### **3. Release to Subject of Complaint**

Unless the identity of the complainant must be kept confidential under the MN Data Practices Act, the subject of the citizen complaint shall be notified within three (3) days after receipt of the complaint.

#### **4. Anonymous Complaints**

The City staff will not respond to complaints which are submitted anonymously.

#### **5. Response to Complaint**

- A. A response to each complaint shall be provided within 10 days, if possible.
- B. If the complaint is referred to the City Council, all parties shall be advised the date the complaint will be on the agenda.

#### **6. Consult with the City Attorney Concerning any Complaint.**

If the question involves data privacy issues or potential City liability, the City Administrator shall consult with the City Attorney before responding to the complaint.

#### **7. General Policy**

- A. It is the policy of the City of Mendota to encourage citizen comments or complaints concerning the performance of city government or its employees. City staff shall treat any person respectfully when they submit complaints.
- B. Complaint forms are not the proper method for resolving private disputes.
- C. The City will respond to complaints in a timely manner, whenever possible.
- D. As a general rule, complaints and the identity of the complaint shall be public, and accessible to the subject of the data, unless provided otherwise under the Minnesota Data Practices Law.
- E. The City Council shall be advised of the nature, number and disposition of complaints.

**CITY OF MENDOTA  
CITIZEN COMPLAINT FORM**

Please select the area in which this complaint concerns:

- |   |   |
|---|---|
| <input type="checkbox"/> City Council                 | <input type="checkbox"/> Policy and Ordinance |
| <input type="checkbox"/> Neighbor's Use of Property   | <input type="checkbox"/> Parks and Recreation |
| <input type="checkbox"/> Public Works                 | <input type="checkbox"/> Utilities            |
| <input type="checkbox"/> Other (please specify) _____ |   |

Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Address: \_\_\_\_\_

Please describe your complaint or concern: (use another sheet if necessary)

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Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_

I understand the complaint and my name is public data unless it concerns a violation of law relating to the use of real property or is otherwise protected by the Minnesota Data Practices Act.

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**Office Use Only**

Date Received \_\_\_\_\_ Resolved: Yes No Pending: Yes No

Action Taken:

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FOR ADDITIONAL INFORMATION PLEASE REFER TO POLICY RELATING TO CITIZEN COMPLAINTS

**PLEASE RETURN COMPLETED FORM TO THE MENDOTA CITY CLERK, P O BOX 50688, MENDOTA,  
MN 55150 OR DROP THE COMPLETED FOR IN THE "SEWER PAYMENT" DROP BOX IN THE  
MENDOTA POST OFFICE**