

**CITIZEN COMPLAINTS AND BOARD OF DIRECTORS
ACTION REQUESTS**

I. PURPOSE:

The following guideline establishes policies and procedures for all Departments in dealing with citizen complaints and Board of Directors Action Requests of the City Manager or Departments of the City of Little Rock and to ensure that the information is properly and timely delivered.

II. RESPONSIBILITY:

Responsibility for this guideline rests with the City Manager's Office.

III. POLICY:

It shall be the policy of the City of Little Rock to be as responsive as possible to complaints by its citizens or action requests made by its Board of Directors by establishing a procedure that documents the complaint or action request, forwarding it to the relevant Department and then returning it with the complaint or action request resolved to the satisfaction for the citizen or City Director.

IV. PROCEDURE:

- A. In dealing with citizen complaints, the following shall be the procedure:
1. A complaint is received via telephone, in writing or in person by the City Manager's Office Staff.
 2. The complaint is taken, along with the name, address and telephone number of the individual filing the complaint, the nature of the complaint, the location of the problem.
 3. The information is routed to the appropriate Department Director for action.
 4. If the complainant has been able to unsuccessfully receive satisfaction from a City Department and the complaint is made directly to the City Manager, the Department Director will respond to the City Manager's Office within a seven (7)-work day period upon receiving the inquiry with a complete report detailing the results of their investigations and a letter will be written under the

City Manager's signature to the complainant explaining the City's findings and course of action.

5. All other complaints will be handled by the individual Departments, who will respond to the complainant directly. Once action has been taken, the Department will notify the City Manager's Office Staff regarding the outcome.
- B. In dealing with Board of Directors Request, the following shall be the procedure:
1. Once a complaint has been received from a Board of Director, the Board of Directors Administrative Assistant will enter the information into the Individual Board Request Database and routed to the appropriate Department Director
 2. All Department Director correspondence to the Board of Directors from Department Directors must be submitted via the City Manager or the Assistant City Manager.

Approved:



Bruce T. Moore
City Manager