

City of Colfax

Confidential Complaint Policy

1. **Purpose of confidential complaint policy.** The purpose of this policy is to establish a standard for handling complaints from the public.

2. **Filing a complaint.** Confidential complaints will remain confidential unless a court order requires the information to be released. The forms will come in by email or through the online fillable form that goes to the administration, city clerk and accounting emails. They may also be submitted on paper via the mail, outside drop box, in person, or over the phone. Assistance will be provided by any employee if requested. The reporting party is required to provide the following information:
 - (a) Complaint Type
 - a. Street/Roadway
 - b. Sewer
 - c. Code Enforcement
 - d. Safety
 - e. City Council
 - f. Employee
 - g. Other

 - (b) Reporting Party Information

 - (c) Whether or not they'd like a follow up by phone or email

 - (d) Address of Issue/Violation

 - (e) Description of Complaint

3. **Receiving and Processing a Complaint.** The city staff member who receives the complaint from the reporting party will log the complaint and assign it to the proper department. The assigned staff member will diligently investigate the complaint and document all actions taken or the reasons why no action could be taken.

4. **Resolution.** Resolution will occur at a frequency that is appropriate for the complaint. The reporting party will be informed of updates if requested. If the reporting party has requested contact, the assigned city staff member will inform the reporting party of the resolution.