City of Elgin

P.O. Box 128 - 180 N. 8th Ave. - Elgin, OR 97827
Voice :(541)437-2253 Fax :(541)437-0131

To: Citizens, Staff & Elected Officials of Elgin
Re: Complaint/Dispute Form

The Complaint/Dispute Form has been devised by the City wherein all citizens, staff & elected officials may register any complaint/dispute they may have regarding the operation of the City of Elgin or miscellaneous happenings within the City of Elgin.

1. Any complaint/dispute must reference an event/action which took place within the last 90 days.
2. No third party complaints will be accepted: Complainant must be party directly affected by the event/action.
3. Complaints on behalf of minors must be signed by their parent or guardian.

If you feel you do have a valid complaint, please complete the Citizen Complaint Form and send it either by mail to Elgin City Hall, P.O. Box 128, Elgin, OR, 97827 OR e-mail to info@cityofelginor.org and may cc to any council member(s).

Complaint forms may be picked up at City Hall or on line at www.cityofelginor.org

Be sure to include:

1. Date of complaint
2. Your name, address, phone number, and email address (if possible)
3. Clear description of formal complaint, be brief and factual
4. Briefly state the action you think should be taken
5. Signature or certification of accuracy if filed online

The City Office will receive complaints/disputes although a designated official: the Mayor or Council President may process them if requested.

Any complaint/dispute form received by City Hall without all of the above five (5) steps will be returned to the complainant for completion/revision.

Upon receipt of completed complaints, the City Recorder or official processing complaint/dispute will:

1. Stamp date received
2. Assign Control Number
3. Sign and Issue receipt/copy
4. Refer to Mayor or designee
5. Any complaints thus filed by a citizen must have action within ten (10) business days and a resolution processed to completion within thirty (30) business days.
6. Any complaint with offensive language will be returned for revision.

The processing official will maintain and follow-up with the individuals or committees assigned to the complaint/dispute and will advise the complainant in writing as to their action.

Please make your complaints in a constructive and respectful manner wherein the city of Elgin grows from your thoughtfulness.

Sincerely, City of Elgin

Approved 10/8/2013

CITY OF ELGIN COMPLAINT/DISPUTE FORM

*Control #*_____

Date: _____
Person Making Complaint: _____
Address: _____
Contact Phone: _____ email address: _____

Nature of Complaint:

☐ Code Violation/Public Safety Issue ☐ City Procedure Issue ☐ City Staff Issue

☐ Other _____

Formal complaint: _____

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

SEE ATTACHMENT: ☐

Requested Action: _____

_____
_____
_____
_____

☐ By Checking this box I certify that the facts contained herein are true and correct.
Complainant (Include signature if filed in person): _____

Received By: _____ Date Received: _____
Resolution _____

Approved 10/8/2013