
Citizen Request/Concern/Compliment Procedure

- I. **Purpose.** Implement a system that will ensure action on all citizen requests, concerns, and compliments. The procedure is structured so that requests/concerns/complements are handled at point of first contact so that citizens are not referred elsewhere, i.e., staff tracks down the “answer”, not the citizen. This procedure is not to conflict with the Pinole Police Department Policy No. 1010 – Personnel Complaints.
- II. **Background.** Due to the nature of municipal services (services to the public), all City departments experience citizen complaints, requests for information, and/or recognition for excellent service. Citizen feedback remains an effective way to measure the quality of municipal services and respond to concerns/issues.

A citizen inquiry itself may or may not be determined a request, concern, or compliment. However, if such an inquiry requires action, outside the normal routine conditions and services of the department, it will fall into the category of a citizen request, concern, or compliment.

- III. **Procedure.** All City departments will determine if a citizen’s inquiry is a request, concern, or compliment and if a Citizen Request/Concern/Compliment Form should be completed.
1. It is the responsibility of the staff person who first receives the inquiry to make sure a Citizen Request/Concern/Compliment Form is filled out. The citizen making the inquiry should not be transferred, redirected, or deferred elsewhere.
 - a. The request/concern/compliment is taken at the first point of contact. If the inquiry is received via telephone or letter, the staff person receiving it transfers it to the Request/Concern/Compliment Form. Citizens may complete the form themselves. Assistance should be offered and provided if necessary.
 2. The completed form should be sent to the appropriate department for action and resolved within ten (10) working days, or a specified time as determined by the involved department. The citizen should be notified as to the status of their inquiry by the involved department.
 3. The involved department(s) must resolve or address the matter and route a copy of the form to the City Manager’s Office with a memo describing the action taken to address the citizen’s inquiry. Of course, if the information is sensitive or confidential, appropriate departmental procedures should be followed.

CITIZEN REQUEST/CONCERN/COMPLIMENT FORM

INSTRUCTIONS: PLEASE COMPLETE ITEMS 1-4 TO INITIATE REFERRAL PROCESS.

INFORMATION RECEIVED VIA: ☐ EMAIL ☐ TELEPHONE ☐ IN PERSON ☐ OTHER

1) STAFF PERSON & DEPARTMENT RECEIVING REQUEST/CONCERN/COMPLIMENT

NAME: _____

DEPARTMENT: _____

PHONE: _____

DATE/TIME: _____

2) CITIZEN'S INFORMATION

NAME: _____

PHONE: _____

ADDRESS: _____

3) REQUEST, CONCERN, OR COMPLIMENT:

4) ACTION REQUESTED:

FOR OFFICE USE ONLY

INQUIRY REFERRED TO:

NAME: _____ DEPARTMENT: _____

DATE: _____

ACTION TAKEN: _____

BY: _____

RESPONSE TO CITIZEN: ☐ EMAIL ☐ TELEPHONE ☐ LETTER ☐ OTHER

DATE: _____