

Complaint and Concern Resolution Plan and Complaint/Concern Form.

Introduction:

This resolution is to establish a consistent process and specific procedures for receiving and responding to public complaints and concerns.

Registering a Complaint:

Complaints and concerns will be made in writing, and will be sent to the Supervisor in one of the following methods:

- 1] USPS [That address is: _____]
- 2] Email [That address is: _____]
- 3] Sealed in an envelope addressed to the Supervisor and placed in the drop box [just inside the north facing double doors] at the Lee Township Hall [Located at 1485 West Olson Road Midland, MI 48640. This is also the south east corner of the intersection of north 9 mile road and west Olson road].

The Complaint/Concern Form is on page 3 of this form, and is what is needed to submit a complaint/ concern or opinion.

Upon receipt of the complaint/concern, the Supervisor or designee will follow up **within 10 to 14 business days** to confirm receipt and obtain any additional information needed to commence a proper investigation.

Complaint Resolution Process:

The Supervisor is committed to addressing complaints in an efficient and expeditious manner by implementing the following complaint/concern response program, and will work in good faith to resolve all complaints as soon as is practicable.

However, it is important to recognize that certain issues will require more time to investigate and resolve than others. Also, certain investigations require the cooperation of others [or other agencies]; if that cooperation is lacking, resolution of the complaint may prove difficult, if not impossible.

In some cases, a local resident may simply want to express a concern or opinion and does not expect any further action. In those circumstances, the conversation will be recorded in the Complaint Log but no additional follow-up is required.

Once there is deemed sufficient information on the nature of the complaint/concern, the Supervisor/designee will work with the appropriate entity/entities to diagnose any potential problems and formulate a response and appropriate measures, as applicable, to address the complaint/concern. A detailed description of any complaint or concern is required to allow adequate reviewing and assessing of the potential problem within Lee Township.

All complaints/concerns received must be in writing and have contact information for both the complainant and complaine.

Responses to complaints will be in writing [via a letter or email]. The precise method of providing a response will depend on the complaint/concern and a response may only mean acknowledgment that the complaint was received.

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Dispute Resolution and Unresolved Complaints:

In some instances, a complaint may not have a reasonable resolution. If such complaints are received, the complainant will be notified that no resolution is feasible, and it will be added to the Complaint Log.

All complaints or concerns sent to the Supervisor that do not come from a resident of Lee Township, will automatically be addressed as a concern, and will be entered into the Complaint Log. A complainant that reports an issue that falls into this category will be notified of this reason and that no resolution is feasible unless it is a health and safety concern that falls under the Lee Township Jurisdiction to contend to.

All complaints must be filed on this attached PDF form and sent directly by email, or printed out and either mailed or placed in the drop box and sent to the Supervisor; otherwise they will not be considered a potential actionable complaint and or concern. This helps eliminate illegible handwritten words which might lead to misunderstanding of what is written in the complaint, and also delay any investigations.

If complaints/concerns are or become complex the entire Lee Township board will be involved at the supervisors discretion. Input received from board members will be done so in a way as to not violate the opens meeting act and obtain documentation for the file.

For instances that can be rectified with a referral to a local agency or improved by a volunteer committee of local residents will be done with the utmost dignity and anonymity so that information is not released to the general public as to why the referral, steps or actions were taken, that releases any personal/medical information about the complaine that is not otherwise public information.

At the conclusion of an investigation of a complaint/concern any supporting documentation provided by the complainant, will be attached to the file and kept in record storage based on the record retention schedule set forth by the state.

Definitions:

Resident:

The address of the complainant that is found on a state issued drivers license and or ID.

Complaint Log:

A record of all complaint/concerns submitted to the township supervisor as a means to track complaints/concerns and show resolutions.

This Complaint/Concern Resolution Procedure and Form was adopted by the Lee Township Board at the Annual Budget Meeting held on March 8th, 2021.

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To allow thoroughly investigating and addressing a concern, the complainant should provide as much information as possible including (but not limited to) the following:

Full Name: _____

Mailing address: _____

Phone number: _____

Email address: _____

When sending the complaint by email. All documents must be attached in the form of PDF's or Jpeg's.

Date of the situation that prompted the complaint: _____

Location of issue: _____

Detailed description of the complaint/concern, including any information that may help to identify the source:

When filling out this form, is it for a complaint or do you simply want to express a concern or opinion and do not expect any further action. This can be done as well and the form will be recorded in the Complaint Log but no additional follow-up is required.

To be filed as a Complaint: Y: _____ N: _____

To be filed as a Concern or Opinion: Y: _____ N: _____

In order to help be ADA compliant. A complainant can have someone helping them fill out this complaint or concern form, that person will also need to include their contact information. As well as their relationship to the complainant. [IE: care taker, friend, family member etc.]

This section is to be filled out by the person assisting the Complainant:

Full Name: _____

Mailing address: _____

Phone number: _____

Email address [if applicable]: _____

Relationship to the Complainant: _____