

Town of Lomira, Dodge County, Wisconsin

Complaint Policy

It is the policy of the Town of Lomira to accept and investigate written complaints as described in this policy and to assure compliance in accordance with Town of Lomira Policies and Ordinances.

Filing A Complaint: The complainant should fill out a Complaint Form, found on the Town Website. All complaints must be submitted in writing or by email to be processed. The formal complaint process is triggered upon receipt of a written complaint. Complaints must provide sufficient information to allow for investigation and follow-up including names, addresses, phone number, and contact information. The Town will not process anonymous complaints. All submissions are public record. The Town is subject to the Public Records Law of the State of Wisconsin, and therefore, may be required to disclose this document in response to a Public Records Request. Submissions will be addressed at the next town board meeting unless the situation requires otherwise.

Definition: A complaint is an expression of dissatisfaction related to operations, a municipal service or program, facility, or staff member, where a citizen believes that the municipality has not provided a service experience to the customer's satisfaction at the point of service delivery and a response or resolution is explicitly or implicitly expected.

A complaint is not a suggestion, observation, question, neighbor dispute, or a call pointing out a hazard or safety issue. Any citizen or employee of the Town can file a complaint regarding the Town, or a parcel located within the Town.

Complaint Response Process: Complaint forms are received by the town clerk and logged. All completed complaint forms will be submitted to the Town Board to determine the validity of the complaint and to take the appropriate action to answer relevant questions and/or take steps to resolve the complaint. The Town Board or Town Clerk will communicate to the complainant, in a reasonable amount of time, the course of action. Matters unsubstantiated by Town resolutions or ordinances will be dismissed without action, and the Complainant will be notified of the decision at discretion of the Town Board.

Reservation of Rights: This complaint policy is intended to create orderly guidelines for processing various routine complaint issues. The Town reserves the right to proceed differently than described in this policy if the Town Board finds different action is appropriate.

Conflicts: Where this policy conflicts with applicable federal, state or Town laws, codes, ordinances or other lawful regulations, such applicable laws shall control.

Town of Lomira

Complaint Form

Complaints brought to the Town must be done so in writing and in accordance with Policy.

Date: _____

Name: _____

Phone: _____

Address: _____

Email: _____

Nature of Complaint (please include the date, time, place(s), people involved and any other facts or information. Be specific. You may attach additional information):

How Would you like to see this resolved? (Please note that resolution of any complaint is at the discretion of the Town.)

All Complaints must be signed and dated to be considered valid:

Signature: _____ **Date:** _____

Email form to clerk@townoflomira.gov or mail to N10479 County Rd. AY, Lomira, WI 53048.
Call 920-583-4011 with any questions.