



To.	Citizens, Staff & Elected Officials of Gold Hill
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 Gold Hill or miscellaneous happenings within the City of Gold Hill.

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 Gold Hill City Hall P.O. Box 308 Gold Hill, OR 97525.

Or online at www.ci.goldhill.or.us .

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

Any complaint/dispute form received by City Hall without all of the above five (5) steps will be discarded

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
4. Refer to Mayor or designee

The City Recorder or 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 Gold Hill grows from your thoughtfulness.

Sincerely;

City of Gold Hill



CITY OF GOLD HILL COMPLAINT/DISPUTE FORM

Control # _____

Date: _____

Person Making Complaint: _____

Address: _____

Contact Phone: _____ email address: _____

Nature of Complaint:

Code Violation/Public Safety Issue
Other _____

City Procedure Issue

City Staff Issue

Formal complaint: _____

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 #443 Section 3:

"The council shall not be required to investigate or respond to complains of a derogatory, offensive, or frivolous nature. The final decision of whether a complaint shall be investigated shall rest with the Mayor."