

CITY HALL OFFICE USE ONLY:

Received by: _____	Date: _____
Referred to: _____	

Complaint Procedure

All Civil Claims, Complaints or Ordinance Violations: Matters under this procedure are not limited to municipal infractions but are open to all manner of needs of residents. The City Clerk will direct each complaint to the appropriate City official for investigation and disposition.

Citizen needs to return complaint form to city hall at 101 Allamakee Street or by email to cityclerk@cityofwaukon.com. Complaints will not be considered if the form is not completed and signed and therefore will warrant no action by the Mayor, Council or Staff.

Complaint and complaint form will be reviewed by Mayor, City Council and staff. Complaint will be investigated for validity and resolution.

Matters found not valid will be dismissed without action. If complaint found valid, appropriate procedures will be followed.

Offenders will have the right to a hearing before the Mayor and Council. All actions of the City Council will be final.