

### ***Major Complaints***

Major complaints requiring significant expenditures are investigated by the director and/or his designee. He/she will submit a report of his/her findings to the Town Administrator identifying the problem, potential solutions, estimate of cost, and his/her recommendations. After consultation with the Town Administrator, a written strategy is determined. In a timely manner, the Director of Public Works will follow-up by notifying each complainant in this category and inform him or her of the proposed plan of action.

*From the Town of Amherst's Policy and Procedure Manual, 2009.*