

Routine Complaints from the Public

Department of Public Works' office staff records complaints received from the public on concern reports created for that purpose. All complaints reports include date, time, name address of complainant, a brief description of complaint, and action taken.

Depending on the nature of the complaint, paperwork is routed to the desk of the Director or the appropriate Foreman for disposition. Incidental complaints, which can be addressed through the routine day-to-day operation of the Department of Public Works and are of a magnitude such that any expenditures are covered under the annual operating budget of the department, will be addressed by the appropriate supervisor. These complaints are considered practical, giving consideration to the severity of the condition and efficient department operations.

For the purposes of training and public relations, the Director will follow-up with callbacks to a minimum of twenty-five percent of the complainants in this category.

Concern reports are filed in the road history file or scanned directly to the electronic road history file.

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