

## CITY OF YACHATS

### ADMINISTRATIVE POLICY NO. 4

### COMPLAINTS

#### **OBJECTIVES**

To provide established procedures for individual citizens to address concerns about City business, to provide safeguards against self-serving anonymous accusations and to establish a basis for the expenditure of City time and monies in the form of complaint investigations.

#### **COMPLAINTS TO BE IN WRITING**

All complaints that require or request any City action to be taken shall be submitted in writing, on a form provided by the City, dated and signed by the person making the complaint.

#### **PROCEDURE TO BE FOLLOWED**

##### Ordinance Violation Complaints

Those staff members authorized to enforce violations of City ordinances will determine if a violation may exist and follow the procedures as outlined in the Yachats Municipal Code, Chapter 1.12 – Civil Infractions or Section 4.08.050 – Transient Rental Complaints.

##### General Conditions Complaints

If a complaint is within the jurisdiction of department heads to handle they may do so. If not, department heads may determine which Body could best handle a complaint. If a written complaint is addressed to a particular body it shall be brought before them. If no determination can be made, a complaint shall be brought before the Council for referral to a Commission or staff member.

##### Complaints about Staff

These complaints shall be brought to the Mayor's attention.

#### **SITUATIONS REQUIRING IMMEDIATE ACTION**

The Mayor may, at his/her discretion, poll the Council regarding any special action that may be indicated or required before a regularly scheduled meeting.

#### **PUBLIC DISCLOSURE**

The City Council shall have full discretion, within the scope and limits of City ordinance, as to whether the complaint shall be discussed at a public meeting or, if provided by ordinance or Oregon State Statute, in Executive Session.