

CITY OF CALLAWAY

CITIZEN CONCERN POLICY

I. AUTHORITY

The citizen concern policy of the City of Callaway is established by the City Council and implemented by the City Clerk.

II. PURPOSE

The purpose of this policy is to provide a document by which the City will be able to effectively and confidentially process citizen concerns directed at fellow citizens of Callaway, City issues, or Callaway City officials and personnel. It is the intention of the City Council to protect, preserve and promote the integrity of the citizen concern process and provide a proficient means by which citizen concerns can be properly identified and addressed.

III. APPLICATION

This policy applies to all citizen concerns directed at fellow citizens of Callaway, City issues, or Callaway City officials and personnel. The form may be filled out in person by the person filing the concern or, if authorized, by a representative of the City of Callaway.

IV. POLICY

It shall be the intent of this policy to require a name and address for concerns regarding City issues, Callaway City officials, or personnel to ensure the authenticity of the report. This information will not be disclosed to the parties involved. Concerns without a name and address will be disregarded.

To facilitate a fair and unbiased citizen concern policy, all citizen concerns regarding fellow citizens, City issues, Callaway City officials or Callaway City personnel shall from this day forth be directed to the City Clerk. After proper review and evaluation, these citizen concerns shall be referred to the proper City of Callaway department head or designated representative depending on the relevance of the concern. Upon request, a listing of all citizen concerns and the subsequent actions taken to rectify the concern shall be provided to the City Council on a monthly basis by the City Clerk. All citizen concerns regarding the City Clerk shall be automatically referred to the City Mayor for proper assessment. All concerns deemed as serious and noteworthy by the City Clerk shall be directed to the Callaway City Council for their information and comment.

This policy adopted on March 10, 2009

_____/s/_____
Mayor Gretchen Stalboerger

_____/s/_____
Attest: Shelly L. Dillon – Clerk

