

CITY OF MERRILL
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PERSONNEL COMPLAINT FORM

The City of Merrill welcomes constructive communications and this form will be used to convey your interest or concerns to the appropriate supervisor.

(Information regarding the complaint procedure can be located on the reverse side of this form.)

Citizen Name _____ **Date** _____

Address _____ **Phone** _____

Date of Incident _____ **Time** _____ **Location** _____

Provide a detailed summary of incident: (Use separate sheet of paper if necessary)

Signature of Complainant _____ **Date:** _____

Received by _____ **Date** _____

Referred to _____ **Date** _____

COMPLAINT PROCESS

INFORMAL

Informal complaints may be received verbally or anonymously by telephone, in person, or in writing. Informal complaints may be received by any member of Council or staff. The complaint will then be verbally forwarded to the immediate supervisor of the employee. The supervisor will have 24 hours from the receipt of the complaint, to notify the employee of the allegations made against them. The supervisor will then have 30 days to conduct an investigation into the matter unless an extension is granted by the members of Council. Upon the completion of the investigation, the supervisor will verbally notify all parties involved of the findings of the investigation, provided all contact information has been properly submitted. The supervisor will also verbally notify members of Council of the investigation's findings. A notation of the incident and the findings will be entered as a log entry into the Miscellaneous Incident Report Log.

IN PERSON

Any person, who wishes to meet personally with an employee to discuss an incident, may do so by contacting the City offices and scheduling an appointment. Complainants may choose a representative from City Council to attend the meeting however, only one member of the public at a time can attend these types of face-to-face meetings unless otherwise approved. The employee may choose any representative of the City, City Council or private sector to attend. In case of the Police Department, no questions or concerns regarding cases with ongoing investigations or that have not been adjudicated will be addressed.

FORMAL COMPLAINTS

Formal complaints will be submitted in writing to City Hall during regular business hours using the Personnel Complaint Form. The complaint will then be forwarded within 24 hours to the supervisor of the personnel of whom the complaint is made. A copy of the complaint will be provided to the employee within 24 hours of receipt by the supervisor. The supervisor then has 30 days to conduct an investigation into the allegations or must refer the matter to an outside investigator within 10 days of receipt. A report of the investigation's findings will be created and a copy of the report will be forwarded to the complainant, the employee and to members of Council. A copy of the complaint and the investigative report will be placed into the employee's file only if the complaint is found to be sustained.