



## **PUBLIC COMPLAINT RESOLUTION POLICY**

**3/18/21**

Larimer Humane Society is committed to providing high-quality services across our community, insisting that employees perform their duties in accordance with the law and the organization's standard operating procedures and standards of professional conduct.

The organization has established this complaint resolution procedure to ensure that citizens have a way to voice their concerns about specific services provided and/or actions taken by Larimer Humane Society.

### **What type of complaints are accepted?**

The organization will respond to firsthand complaints regarding issues that the organization has jurisdiction over. The organization is unable to investigate third party or anonymous complaints. Complaints about fees or charges (citations) issued will be investigated if the actions of Larimer Humane Society personnel were incomplete, outside of procedure, or unlawful. The organization will not address complaints regarding the decision of a judge, jury or other legal decision-making body, fines, the actions of any other agency or organization, or regarding established laws or ordinances.

### **How are complaints submitted?**

Complaint will be courteously accepted by any Larimer Humane Society employee via phone, email, or in person. Complainants are asked to provide their name, address and phone number. Complaints will be addressed by the receiving employee and complainants will be informed of the receiving employee's name. Complaints will then be forwarded to the appropriate departmental supervisor.

### **Who investigates a complaint?**

The organization attempts to resolve complaints at the lowest supervisory level. Complaints made regarding specific employees will be initially addressed by the next highest level of supervision.

### **What happens after a complaint is made?**

Citizens making a complaint will be contacted by the assigned supervisor to gather information needed to effectively investigate a complaint, and if needed, explain the process and answer any questions. Complainants may be asked to provide a detailed description of their complaint in writing. Complaint investigations will be completed within 30 calendar days of receipt. The period may be extended in some circumstances (i.e. unavailable witnesses).

The supervisor will formally notify the complainant of the resolution of the matter at the end of the investigation. This notification may be verbal or in writing. It is the organization's policy to not discuss personnel matters with the public or media, including disciplinary actions.