

Town of Lanesborough, MA



Adopted: April 12, 2021 – Revised August 23, 2021

The purpose of this policy is to set guidelines for the Board of Selectmen, Town employees and citizens of Lanesborough for processing and filing complaints.

The Town strives to maintain quality services and improve relationships between Town employees, boards and/or committees and citizens. It is the policy of the Town to accept, investigate, and resolve complaints. When appropriate, effective action will be taken to address and correct the complaint.

Definition of a Complaint

It is important to recognize the difference between a complaint and a suggestion, observation, question, neighbor dispute, or simply a call pointing out a hazard or safety issue. The elected official or appointed employee fielding the complaint will need to determine whether or not a complaint exists. Examples of complaints include:

- A citizen's complaint against a fellow citizen because he or she feels a Town Bylaw is being violated.
- A complaint against the Town because of what a citizen feels is inaction or an inappropriate response to a situation.
- A complaint filled out by a citizen against a Town employee, a board and/or committee member or an elected official.
- A complaint filled out by a Town employee against another employee, a citizen, a board and/or committee member or an elected official.

Who Can File a Complaint?

Any citizen or employee of the Town of Lanesborough can file a complaint against another citizen, a board and/or committee member, a Town employee, or an elected official. Please click [here](#) to complete the complaint form.

Complaints will be considered unsubstantiated if a formal complaint form is not completed and signed. Unsubstantiated complaints will warrant no action by the Board of Selectmen, staff or Town Counsel.

The form must include the name, address and contact information of the complainant. The date and time of the incident, the name of the citizen, Town employee, or board and/or committee member involved, a description of the complaint and a signature of the complainant. **Incomplete complaint forms will not be accepted.** The Town Administrator or the Chair of the Board of Selectmen (or his or her designee) must also sign and date the complaint form to acknowledge receipt.

A copy of the completed complaint form will be mailed to the complainant. The original completed complaint form will be filed in the Selectmen's office.

Responding to a Complaint

Complaint forms filled out against an elected official, board and/or committee member will be turned over to the Town Administrator. He or she will investigate within 7 days of receipt of the complaint. A response will be made to the complainant with a remedy, if applicable, within 30 days.

Complaint forms filled out against a Town employee will be turned over to the Town Administrator. He or she will investigate, as the Human Resources Director, within 7 days of receipt of the complaint. A response will be made to the complainant with a remedy, if applicable, within 30 days. Any discipline (if appropriate) will be conducted in compliance with any collective bargaining agreements and/or personnel policies. Disciplinary actions are confidential and not part of the complainant file or provided to the complainant.

Any complaints that are made involving the Town Administrator will be turned over to the Chair of the Board of Selectmen and reviewed by the Board of Selectmen in conformance with the Town Administrator's employment agreement.

Matters not found to be valid will be dismissed without action. Complainants will be notified of the Town's decision not to pursue a complaint and the reason.

Completed forms can be emailed to town.manager@lanesborough-ma.gov or mailed to P.O. Box 1492, Lanesborough, MA 01237 or placed in the drop box outside of the Town Hall. If mailed or dropped off please address the envelope to the attention of the Town Manager marked "personal and confidential."

Please contact the Town Hall at 413-442-1167 extension 121 with any questions.