



Town of Pownal Community Complaint Policy

Purpose: To help the general public, Department Heads as well as the Select Board navigate a complaint that has come forward. This will make all aware of a problem so a resolution can be found.


Approved at the October 15, 2019 Select Board's Meeting the following policy:

When issuing a formal complaint it is optional to fill out a complaint form prior to following the steps outlined below:

1. Speak to the appropriate Department Head for the department in which is affected. If no solution comes of that conversation proceed further.
2. Request a meeting with the Department Head and the Select Board liaison of the appropriate department. Please ask the Town Office for this information. If no solution comes of this conversation please proceed to the last step.
3. Request a meeting with the Department Head and the full Board for resolution to the complaint.


Jonathan Morris, Selectman

10/15/2019
Date


George Anderson Jr., Selectman


Andrew O'Brien, Selectman