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**TOWN OF MILFORD BOARD OF SELECTMEN POLICY NO. 2000-04**

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**TO :** ALL DEPARTMENT HEADS, BOARDS, COMMISSIONS, COMMITTEES

**FROM:** LEE F. MAYHEW, TOWN ADMINISTRATOR

**SUBJ :** CITIZEN'S COMPLAINT/DISPUTE RESOLUTION PROCEDURE – POLICY NO. 2000-04

**DATE:** MARCH 29, 2000, (REVISED 9/11/23)

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At their meeting on Monday, 27 March 2000, the Milford Board of Selectmen adopted the following Policy concerning the process to be followed as a result of citizen's complaints / dispute resolution procedures as follows:

**POLICY:**

1. If a complaint is made by a citizen that involves an employee or a department head (other than the Town Administrator), the complaint will be filed with the Town Administrator and investigated by either the Town Administrator or the appropriate supervisor to report to the Town Administrator.
2. If a complaint is made by a citizen that involves the Town Administrator, the complaint will be filed with, and investigated by, the Board of Selectmen.
3. If a complaint is made by a citizen that involves Wadleigh Library personnel, the complaint will be filed with the Board of Library Trustees.
4. If a complaint is made by a citizen that involves Water Utilities personnel, the complaint will be filed with the Water Commissioners.

A copy of the Town of Milford Citizen's Complaint Procedures and Citizen's Complaint Form is attached to this Policy for your information and/or use.

**EFFECTIVE DATE:** 27 March 2000, revised 9/11/23

Amended on 9/11/23

Approved on \_\_\_\_\_

  
\_\_\_\_\_  
Chairman

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Vice Chairman

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Selectman

  
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Selectman

**Town of Milford**  
Citizen's Complaint Procedures

1. Always suggest that the person registering the complaint attempt to work out issues by communicating directly with the person they are having the problem with.
2. If the problem cannot be worked out in this manner; a formal, written, signed complaint shall be filed with the Town Administrator. If, however, the complaint is against the Town Administrator, then the written, signed, complaint shall be filed with the Chairman of the Board of Selectmen.
3. The written complaint should give the name of the person against whom the complaint is filed; the specific allegations; and any evidence they may have against this individual as well as the complainant's name, address, and telephone number.
4. The Town Administrator shall review the complaint and pass it along to the proper Department Head for investigation. The Department Head shall, within seven (7) working days, reply to the Town Administrator and the complainant with the results of his/her investigation. The Board of Selectmen shall investigate complaints against the Town Administrator.
5. Only formal, written, signed complaints will be dealt with. Any complaints not in the written report will require an additional written, signed report to be filed.
6. All complaints **must** be in writing, signed by the complainant, and filed within ninety (90) days of the alleged incident – otherwise no action shall be taken with regard to the complaint.
7. The Board of Selectmen and others who receive complaints shall adhere to this policy.



