

City of Lawton

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Citizen Complaint Form

Please complete the following information so that the City can investigate your complaint. If the City finds that your complaint is appropriate the information contained on this form will be used to properly fill out the abatement notice. The abatement notice will be sent to the property owner upon which the nuisance is located. Please print clearly.

Date _____

Name _____

Address _____ Phone Number _____

If requested will you attend a City Council meeting to explain your complaint? Yes _____

No _____

Nature of Complaint: (include the date, time, place, and facts of your complaint)

Explain how you feel the complaint should be resolved:

Should a citation be issued, you will be required to testify to the above complaint in a Court of Law. Do you agree to so testify? Yes _____ No _____ (The City is unlikely to prevail in court without witnesses. If you check "No" it is unlikely the City Attorney will approve issuing a citation to enforce the code.)

Signature _____ Date _____

All complaints must be signed and dated to be considered valid.

City Hall Office Use Only:

Received by: _____ Date _____

Mayor's Signature: _____ Date _____

Comments: _____

CITIZEN COMPLAINT/RESOLUTION PROCEDURES

The purpose of this policy is to provide guidance to the City Council, Mayor, City staff and citizens of Lawton for filing, investigating, and researching complaints. Also, to establish a formal procedure affording public officials and city staff an opportunity to remedy or determine a resolution to the matter, if and when applicable.

The City of Lawton is committed to maintaining quality of services; professionalism; integrity; teamwork; diversity; empowerment; and improve relationships between City employees, City Council members, Mayor and the citizens. The Lawton City Council is very concerned about those items that might impact the citizens of our community. It is the policy of the City of Lawton to seriously consider matters which are brought to our attention or lodged by citizens. 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 staff member fielding the complaint will need to determine whether or not a complaint exists. Examples of complaints include:

1) Infraction Complaint

- A citizen's complaint against a fellow citizen because he or she feels a city ordinance is being violated.
- A complaint filled out by an elected official or city employee against another employee, a citizen or an elected official.

2) Non-Infraction Complaint

- A complaint against the City as the result of a policy or ordinance deemed unfair.
- A complaint against the City because of what a citizen feels is inaction or an inappropriate response to a situation.

3) Misconduct Complaint

- A complaint filled out by a citizen against a city employee or an elected official.
- A complaint filled out by an elected official or city employee against another employee, a citizen or an elected official.

Who Can File a Complaint?

Any citizen or employee of the City of Lawton can file a complaint against another citizen, the City, a City employee or an elected official.

Filing a Complaint

Once the elected official or staff member determines that there is a complaint, it is necessary for the complainant to fill out a Complaint Form.

Complaints will be unsubstantiated if a formal complaint form is not completed and signed. Unsubstantiated complaints will warrant no action by the Mayor, Council or staff. The form must include a description of the complaint and be signed and dated by the individual filing the complaint. The City Clerk, a Council Member, or Mayor must also sign and date the complaint form. The person following up on the complaint and the date of follow up should also be included. A copy of the completed complaint form will be mailed to the complainant and copies will be made for the City Council for their information. The original completed complaint form will be filed at City Hall.

Responding to a Complaint

All complaint forms filled out will be turned over to the Mayor who will determine the validity of the complaint. Once determined, the Mayor or his designee will communicate to the complainant, in a timely manner, typically within 3 - 10 working days, unless an emergency and the course of action. Matters not found to be valid will be dismissed without action. Complainants will be notified of the City's decision not to pursue a complaint and the reason.

1) Infractions Complaint

- For complaints involving municipal infractions, the Mayor and City Attorney will review the complaint and complaint form. Complaints will be investigated for validity and resolution.
- If found valid:
 1. And this is the first complaint received, an abatement notice will be delivered or sent to the offender specifying the complaint and action required to be in compliance with the ordinances of the City of Lawton. Notices will also include a reasonable time frame for abatement. The notice should cite the Ordinance and consequences.
 2. In the event that the abatement has not occurred in the time frame allowed or in the event of a second complaint, after the first abatement period has expired, a first offense citation will be issued. The appropriate municipal infraction citations will be issued for each occurrence thereafter.
 3. Should citations be issued, the recipient pays the Woodbury County Treasurer's office in the case of fines that have been certified as liens against property.
 4. Should the recipient dispute any portion of the citation and refuse payment, the citation will be forwarded to the appropriate court for action.
 5. Offenders will have the right to a hearing before the Mayor and Council. When concurrence on the matter cannot be reached, the offender will have the right to a hearing before the City Council as specified in the Code of Ordinances of the City of Lawton. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.

6. Continued failure to abate the nuisance after the City Council has made its decision, shall constitute a new occurrence of the nuisance subject to notice of citation for a second or subsequent offense.

7. In all cases referred to the appropriate court, the property owner will be required to pay the court costs incurred by the city if the property owner is found to be in violation or if the property owner abates the nuisance before the court hearing and the hearing is canceled at the request of the City Attorney.

- Non-Infractions Complaint

- Steps will be taken on non-violation issues to be resolved by the appropriate body. Example, matters involving street repairs will be reviewed by the Mayor and Public Works Director.

- The matter will be directed to the City Council in the event that simple resolution is not possible and the Council will be kept apprised of issues in progress.

- Misconduct Complaint

- If the complaint is about a specific employee, the complaint will first be forwarded to the Mayor and the employee's direct supervisor. If the complaint is about a department head, the complaint will be forwarded to the Mayor.

1. The Mayor will make the determination as to how the complaint handling will proceed.

2. If legal counsel is required, the Mayor, will consult the City Attorney.

3. If a closed session is required, the Mayor may call a special meeting with the City Council upon written request of the employee.

4. If disciplinary action is required, the disciplinary procedures laid out in the Employee Handbook will be followed.

- If the complaint is about an Elected Official, the complaint will be forwarded to the Mayor who will determine how to proceed. If legal counsel is required, the Mayor will contact the City Attorney.