



Citizen's Guide to Making Commendations, Inquiries or Complaints

The Town of Raymond is committed to providing the highest quality of service to the citizens and visitors of our Town. In order to be responsive to community needs, it is necessary to have citizen input. Your constructive comments about our service, good or bad, will help us to improve our goals.

Commending Exceptional Performance

The best way to commend the actions of an employee is to write a brief letter describing the incident and the actions you think were exceptional. Information such as the date, time and location will help identify the employee if you do not know his or her name. If you choose not to write, you may ask to speak with the individual's supervisor and make a verbal commendation.

Commendations received by the Town Manager are forwarded to the employee with a copy placed in his or her personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated. This kind of feedback helps us to know if we are doing our job.

Making an Inquiry or Complaint

An inquiry or complaint can be made by letter, telephone, or in person. Any employee whose duties involve public contact may accept an initial inquiry or complaint against personnel, procedures or policies. If the inquiry or complaint is about personnel, you should contact the employee's supervisor. If the employee's supervisor is not available, you may contact the on-duty supervisor. The supervisor will ensure that your inquiry or complaint is directed to the proper authority.

If your inquiry or complaint appears to be based on a misunderstanding or a lack of knowledge of acceptable or desired conduct, procedures, or practices, the employee may offer an explanation. If you are not satisfied with their explanation, you may insist on speaking with the employee's Supervisor.

Please be prepared to provide the date, time and location of the event; the names of the employees involved (if known); and the name, address, and telephone number of any possible witnesses.

Investigation Procedure

Once your inquiry or complaint is received, it will be thoroughly investigated by a person designated by the Town Manager. The investigation will usually include a review of all applicable reports, policies and procedures, examination of any evidence or medical records, and interviews with all parties and witnesses. A simple inquiry might take only a day to complete, while a complex complaint might take two or three months to investigate and review.

The Town Manager reviews every inquiry and complaint. If the Director determines that an employee violated department policies or procedures, appropriate corrective action is taken. The Town Manager's review will also include looking for ways to improve policies, procedures and training.

The Town Manager will review the complaint and findings. This review is to assure that the investigation was handled thoroughly and objectively.

Findings

You will receive written notification of the Town Manager's findings. There are four possible findings:

1. **Sustained** – The allegation made in the complaint was proven.
2. **Not sustained** – The investigation failed to prove or disprove the allegation.
3. **Unfounded** – The investigation shows that the alleged act did not occur.
4. **Exonerated** – The investigation shows that the alleged act did occur, but was justified, lawful and proper under the circumstances.

Question & Answers

Q: What happens to an employee if he or she is found to have acted improperly?

A: *Some instances may require disciplinary action such as a reprimand, suspension, or even termination. Sometimes training is appropriate. If a crime has been alleged, the Police Department or the County Attorney will determine if criminal charges should be filed.*

Q: Will you tell me what discipline was imposed?

A: *State law does not allow us to reveal the specific actions taken to discipline our employees.*

Q: Do I have any guarantee that I will be satisfied?

A: *Although we cannot guarantee that you will be satisfied, we do guarantee that your inquiry will be investigated thoroughly. You will be allowed to discuss the results with the Town Manager or his designee.*

How Are We Doing?

The Town of Raymond is committed to providing the best service possible. Citizen comments are essential if we are to succeed in this goal. If you have questions about any specific action taken by us, or about how we operated, or if you have a recommendation on how we can improve, you may call or email the following:

Board of Selectmen (603) 895-7007

gplante@raymondnh.gov George Plante, Chair
khoelzel@raymondnh.gov Kathleen Hoelzel, Vice Chair
awelch@raymondnh.gov Alissa Welch, Selectman
dcampbell@raymondnh.gov Scott Campbell, Selectman
cmaldonado@raymondnh.gov Carlos Maldonado, Selectman

Or mail your comments directly to: **Town Manager**
Town of Raymond
4 Epping Street
Raymond, NH 03077