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# Standard Operating Procedure

## Public Formal Complaints

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### For General Complaints:

Official/Formal complaints **must** be filled out on the Town of Norwood's Complaint Form (attached). To file an official complaint, residents are encouraged to do so in one of the following manners:

- **Telephone 970-327-4288:** When calling to file a formal complaint, you will be directed on how to find the paper complaint form, have a form sent to you, or staff can fill out a form for you with your permission.
- **In-Person:** Visit the Town Hall between the hours of 7:30 am to 5:30 pm, Monday to Thursday.
- **Email form to:** [sowens@norwoodtown.com](mailto:sowens@norwoodtown.com).
  - For complaints against the Town Manager send an email to the Mayor at [meehan@norwoodtown.com](mailto:meehan@norwoodtown.com)
- **Town Website:** Residents can find the complaint form via the “**Applications/Permits**” section of the Town of Norwood official website.

The Town of Norwood will not accept anonymous complaints or complaints via social media. At minimum, you must provide the following information and fill out the Complaint Form (attached):

- **Name (First & Last)**
- **Physical Address**
- **Telephone Number**
- **Email Address (if applicable)**
- **Nature of your complaint**

Once a complaint has been received by the Town Manager or Mayor, it will be reviewed and investigated to determine whether any further action is warranted. Upon completion of the investigation, the Town Manager or Mayor will contact the complainant using the phone number provided on the complaint form to advise that the investigation has been completed. The Town will not disclose personnel actions, enforcement decisions that are confidential by law, or other confidential information regarding employees, businesses, or private parties, except as required by applicable law.

