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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 and email to [personnel@norwoodtown.com](mailto:personnel@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 your complaint has been received by the Town Manager or Personnel Committee, an investigation will take place to determine any further action needed. Once that investigation has been complete then the Town Manager or representative of the Personnel Committee will follow up with via the phone number given on the complaint form. However, only the fact that the investigation of your complaint has been completed but not the disciplinary action/follow up of employees or establishments.

