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# Standard Operating Procedure

## Public Formal Complaints

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### ***For Enforceable Complaints (Law Enforcement Related):***

Official complaints must be filled out by calling the Town Marshal at 970-327-4244 or dial 911 in case of emergency.

### ***For General Complaints (Non-Enforcement Related):***

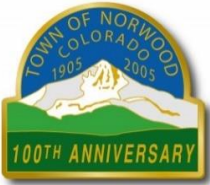
Official/Formal complaints must be filled out on the Town of Norwood's Complaint Form (*attached*). To file an official complaint residents are encouraged to do so in one of the following manners:

- **Telephone 970-327-4288:** When calling to file a formal complaint, you will be directed on how to find the paper complaint form or have a form sent to you.
- **Facsimile (Fax) 970-327-0451**
- **In-Person:** Visit the Town Hall between the hours of 7:30 am to 5:30 pm, Monday to Thursday.
- **Email form to:** [grafmyer@norwoodtown.com](mailto:grafmyer@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 Administrator, an investigation will take place to determine any further action needed. Once that investigation has been complete then the Town Administrator 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.



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Date received. Official Use only

# Town of Norwood *Public Complaint Form*

**To be filed in by the Citizen and Filled with the Town Administrator**

Name: \_\_\_\_\_ May we use your name in pursuing this manner?  Yes  No

Street Address/City/State/ZIP: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_ Phone Number: \_\_\_\_\_

**NATURE and FACTS OF COMPLAINT**

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Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_