



POLICY No.: C-1  
DATE ADOPTED: APRIL 7, 2010

## **TOWN OF WEST BOYLSTON BOARD OF SELECTMEN POLICY**

### **Policy on Complaint Management and Response For the Board of Selectmen and the Town Administrator**

**Purpose:** The Board of Selectmen and Town Administrator agree to establish standards and procedures necessary to promptly deal with questions and complaints

**Policy:** All citizen questions and complaints are to be answered promptly. Those needing prompt attention by the Board should be referred to the Chairman for inclusion in the next meeting agenda.

The Town Administrator will ensure that all citizen complaints are answered promptly. Citizens who wish to submit a suggestion, complaint or compliment need to complete the Town of West Boylston's General Suggestion/Complaint/Compliment Form, a copy of which is attached. Messages may also be left in the Suggestion Box, which is located outside of the Selectmen's Meeting Room.