

City Clerk's Office

Purpose

The City Clerk's Office mission is to build trust and confidence in local government. The City Clerk's Office is committed to satisfying expectations in all areas of service. This policy provides for a mechanism to receive feedback and resolve issues relating to complaints about City Clerk's Office service and actions.

Policy

1. The City Clerk's Office staff receive, review, record and make every effort to resolve complaints about services within its jurisdiction promptly and in accordance with defined guiding principles and an established complaints procedure.
2. The City Clerk's Office complaints policy and procedure is made accessible to the public on the City Clerk's Office web site and in locations where the public access City Clerk's Office services.
3. All City Clerk's Office staff are made aware of and receive instruction on this complaints policy and procedure, including new staff as part of the orientation process.
4. The City Clerk's Office management team regularly reviews the complaints log for issues and trends to assess quality of service and improve processes.