



City of Dillon Council Policies

Citizen Request Policy

It is the policy of the administration that all requests for assistance and all complaints from the citizens of this city will be handled in a prompt and courteous manner. To assure that all requests or complaints received by members of the city council are handled in this prompt manner it is the request of the administration that all members of the council follow the following procedure.

1. Any council member taking a request or hearing a complaint will use the required request form and write his name at the top of the form and then complete in detail Section B of the form.
2. Once Section B of the form is completed please turn it in to City Hall so that prompt distribution to the proper city employee to handle the request can be accomplished.
3. Once the request has been taken care of the remainder of the information on the form will be completed and a copy of the completed form will be forwarded to the council member who received the original request.

It is the policy of the administration to handle these requests on an urgency basis. If the request is urgent it will be given immediate priority and taken care of at once. If the request is not urgent it may be put off until it can be conveniently handled within the work schedule but in all cases the request is to be taken care of in no more than two working days from the date the request was received in city hall. If for any reason it is impossible to follow this procedure the office staff will contact the citizen to explain the delay and also give an approximate date they will be contacted by a city employee.

REMEMBER - All requests and/or complaints, no matter how trivial they may appear, are to be handled in this manner.

By order of the mayor - 9/85
Revised for council use - 1/86