



**CITY OF WATAUGA – PERSONNEL, ADMINISTRATION AND FINANCIAL POLICIES AND PROCEDURES MANUAL**

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| <b>POLICY TITLE</b>           | <b>Complaints By Citizens</b>   |
| <b>INITIAL EFFECTIVE DATE</b> | <b>March 28, 2016</b>   |
| <b>LAST REVISION DATE</b>     | <b>Replaces <i>Section 11.5 and 11.6</i> of the Personnel, Administration and Financial Policies and Procedures Manual approved on February 24, 2014.</b> |
| <b>POLICY NUMBER</b>          | <b>12.02</b>  |

**OBJECTIVE** The purpose of this policy is to establish effective guidelines for addressing citizen complaints.

**SCOPE** This policy applies all citizen, vendors, and guests of the City of Watauga.

**POLICY**

1. The complainant shall complete and sign the **Complaint Form**. When the complainant is a juvenile, the parent(s) or guardian(s) of the juvenile will sign the complaint form along with the juvenile.
2. The Complaint Form shall be filed with the City Secretary.
3. The Department Director of the employee in question shall be notified of such complaint immediately and is responsible for the investigation of such complaint(s).
4. The accused employee shall be given notice of the allegation(s) and the nature of the charge against him. If the complaint is of a criminal nature, the Texas Penal Statutes and/or Code of Criminal Procedure shall control.
5. Complaints that are deemed to be of an ethical or criminal nature will be forwarded to the City Attorney as require by the City of Watauga Code of Ordinances, Section 2-174.
6. This policy does not prohibit the Department Director from investigating citizen complaints that are not in writing.
7. Any employee of the City attempting to influence or interfere with the investigation is subject to disciplinary action and/or criminal charges as may be applicable.
8. Should it be determined at any time during the investigation that the complaint is clearly unfounded the investigation shall be terminated.
9. Upon completion of the investigation, the written details of the investigation are to be forwarded to the Department Director who classifies the complaint, based upon the details of the investigation, in one of the following categories:



- a. UNFOUNDED: The allegation is false or not factual.
  - b. EXONERATED: The incident complained of occurred but was lawful and proper.
  - c. NOT SUSTAINED: There was insufficient evidence to prove or disprove the allegation.
  - d. SUSTAINED: The allegation is supported by sufficient evidence.
10. The Department Director is responsible for communicating with the complainant within five (5) calendar days of the complaint date.
11. The Department Director is responsible for taking appropriate disciplinary action, if applicable, and filing the final report with the City Secretary and Human Resources Director.



**City of Watauga Complaint Form**

I, \_\_\_\_\_, wish to make a complaint against  
(Employee) \_\_\_\_\_. My complaint is based on the following facts.

**Date Occurred:** \_\_\_\_\_ **Time Occurred:** \_\_\_\_\_ **a.m. / p.m.**

**Location:** \_\_\_\_\_

**Details of the Incident:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Complainant's Information**

**Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_ **Zip code:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Other Phone:** \_\_\_\_\_

I request that this complaint will be investigated diligently. I hereby swear and affirm, the above to be true and correct to the best of my knowledge.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**The State of Texas}**

**County of Tarrant}**

BEFORE ME, the undersigned authority on this date personally appeared \_\_\_\_\_, known to me to be the person whose name is subscribed to the foregoing instrument and acknowledged to me that he/she executed the same for the purposes and consideration therein expressed.

Given under my hand and seal of office this \_\_\_\_\_ day of \_\_\_\_\_, A.D. \_\_\_\_\_

\_\_\_\_\_  
Notary Public's Signature