

# Brooklyn Policy and Procedure Manual

## Citizen Communication Policy

<b>AUTHOR:</b>		<b>DIRECTIVE NUMBER</b>	<b>PAGE:</b>
Clerk – Linda Kuhlman			1 of 1
<b>DATE DRAFTED:</b>	<b>DATE OF APPROVAL:</b>	<b>EFFECTIVE DATE:</b>	<b>REVISED:</b>
7/6/21	7/12/21	7/12/21	

- I **Purpose:** The purpose of this policy is to provide guidance to the Village Board, Village Staff and citizens of the Village of Brooklyn for processing and filing communication forms. This policy applies to all Village of Brooklyn departments, boards, commissions, committees, Village employees, and Village citizens. The Village strives to maintain quality of services, improve relationships between Village employees, Village Board members, and the citizens.
- II **Policy:** It is the policy of the Village to accept and investigate written communications as described in this policy, and to assure compliance in accordance with Village Policies and Ordinances.
- III **Filing a Communication Form:** Citizen Communication Forms are available for anyone who would prefer to have a written communication with village staff, or if you feel a village staff member isn't responding. Forms may also be required if you have a complaint that needs to be handled by the village board or village consultants. Forms can be provided by any Village staff member or can be accessed on the Village website. Contact information is required for response and action. If citizens want to be kept anonymous, they shall be directed to speak with a Village Board member. The form must include a description of the communication and be signed and dated by the individual filing the form. Copies will be made for the Village Board. The original completed form will be filed at Village Hall. All Communication Forms are subject to open records laws.
- IV **Communication Response Process:** All Citizen Communication Forms filled out will be turned over to the appropriate department supervisor who will determine the validity of the communication. Once determined valid, the department supervisor will communicate to the citizen, in a reasonable amount of time, the course of action. The person following up on the communication and the date of follow-up should also be noted on the form. Matters not found to be substantiated by Village Ordinance will be dismissed without action. The citizen will be notified of the Village's decision not to pursue any action and the reason.
- V **Reservation of Rights:** This communication policy is intended to create orderly guidelines for processing various routine issues. The Village reserves the right to proceed differently than described in this policy if the Village Board finds different action is appropriate.

This Policy shall be effective upon passage. Passed on the 12<sup>th</sup> day of July, 2021, by the Village Board of the Village of Brooklyn.

\_\_\_\_\_  
Village President

Attested by: \_\_\_\_\_  
Village Clerk



Village of Brooklyn  
 210 Commercial Street, P.O. Box 189  
 Brooklyn, WI 53521  
 608-455-4201/fax 455-1385

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## Citizens Communication Form

*(Appreciative Notes, Work Orders)*

<b>Contact Information -</b>
<b>Name:</b>
<b>Address:</b>
<b>Work-Home-Cell Phone #:</b>
<b>Email</b>
<b>Best Way to reach me is:</b> <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Mail
<b>Follow-up Response Needed:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Date(s) &amp; Person(s) Involved in Communication/Concern</b>
<b>Departments/Other</b>
<input type="checkbox"/> <b>Clerk's Office</b> <input type="checkbox"/> Zoning <input type="checkbox"/> Community Bldg Issues <input type="checkbox"/> Neighbor Disputes <input type="checkbox"/> Community Building <input type="checkbox"/> Cemetery <input type="checkbox"/> Solicitors <input type="checkbox"/> Burn Pits <input type="checkbox"/> Water/Sewer Bills <input type="checkbox"/> Bldg/Zoning <input type="checkbox"/> Park Issues <input type="checkbox"/> Other: _____
<input type="checkbox"/> <b>Police Department</b> <a href="https://danesherriff.com/PublicFeedback">https://danesherriff.com/PublicFeedback</a>
<input type="checkbox"/> <b>Public Work's Department</b> <input type="checkbox"/> Lawn(s) <input type="checkbox"/> Sidewalk(s) <input type="checkbox"/> Snow <input type="checkbox"/> Street Lights <input type="checkbox"/> Water <input type="checkbox"/> Garbage/Recycling Bins <input type="checkbox"/> Streets <input type="checkbox"/> Tree Questions <input type="checkbox"/> Sewer <input type="checkbox"/> Storm Sewer <input type="checkbox"/> Other: _____
<input type="checkbox"/> <b>Other:</b> _____
<b>Describe Nature or Type of Communication/Concern in Detail and any Documentation</b>



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**Suggested Solutions to the Communication/Concern**

**Signature of Complainant – Statement of Understanding**

\_\_\_\_\_  
 Signature of Applicant

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Printed Name

**Office Use (To be used by Village Employees/Board Members Only)**

Date Received: \_\_\_\_\_ By: \_\_\_\_\_

	Date Sent:		Date Sent:
Village Board	_____	Zoning Administrator	_____
Building Inspector	_____	Public Works	_____
Police Department	_____	Village Attorney (as needed)	_____
Assessor	_____	Other: _____	_____

Supervisor/Board Member: \_\_\_\_\_ Date of Action: \_\_\_\_\_

Action Required:

\_\_\_\_\_

\_\_\_\_\_

Summary of Outcome Resolution:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Supervisor/Board Member Signature \_\_\_\_\_

Follow up with Citizen on resolution \_\_\_\_\_