

# 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