

Development Authority of the North Country Governance Policies



Subject: Addressing Public Complaints Policy

Adopted: December 9, 2010

Resolution: 2010-12-03

ADDRESSING PUBLIC COMPLAINTS POLICY

SECTION 1.0 PURPOSE

The purpose of this policy is to describe the process for receiving and addressing public complaints. A public complaint is an issue of a non-emergency, non-service related matter that pertains to Development Authority of the North Country matters of business. Examples of public complaints include issues like noise complaints from the SWMF air cannon, odor complaints at the SWMF or wastewater facilities, etc. This policy is not intended to prescribe the process for divisions to handle service calls.

SECTION 2.0 RESPONSIBILITY

Public complaints can be received one of several ways:

1. completed Complaint Forms received by mail at the State Office Building office sent to the attention of "Public Complaint"
2. electronically submitted to the info@danc.org email address
3. verbal complaint taken by phone. In the case of written complaints, the review process will be initialized by the Administrative Assistant at the receiving office.

Complaints received by telephone or in person will be documented on the Public Complaint Form found in Appendix A of this policy by the employee receiving the complaint.

In each case the steps outlined in Section 3.0 and shown on the flow chart in Appendix B will be followed to direct the complaint or service call to the appropriate Division Manager. It is the Division Manager's responsibility to appropriately review and address each complaint.

SECTION 3.0 POLICY FOR PROCESSING PUBLIC COMPLAINTS

1. If this is a service call provide the customer with the appropriate contact information for the respective division.

Solid Waste Management Facility

Office Phone: (315) 232-3236

Customer service calls will be answered during normal business hours.

Water Quality Management

Office Phone: (315) 782-8661 during normal business hours
Emergency/On-call: (315) 786-4000

Telecommunications

Office Phone: (315) 785-2593 during normal business hours
Emergency/On-call: (866) 669-3262

2. Review the complaint and forward to the appropriate Division Manager. If unclear as to which facility this pertains to, forward the complaint to the Executive Director so that it may be reviewed and assessed.
3. The Division Manager shall review the complaint and complete the section of the form titled 'For Internal Use Only' documenting the action taken to address the complaint. In some situations, the Division Manager may determine that no corrective action is necessary, in which case the bottom section can be used to document why no additional action is being pursued.
4. A reasonable effort shall be made by the Division Manager to contact the person filing the complaint with a response to their issue. If no action is being taken, then the person should be notified with an explanation as to why no action is needed. This should occur within thirty days of receiving the complaint.
5. Forward copies of responses to the Executive Director.
6. Completed complaint forms shall be stored electronically at the following location:
Share\Public Complaints

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APPENDIX A PUBLIC COMPLAINT FORM

This form is intended to provide the public with a means to file an official complaint with the Development Authority of the North Country (Authority) for matters of business related to our areas operation. The Authority appreciates your feedback to improve our customer service and ensure that our facilities are operated in such a manner that does not negatively impact human health or the environment. To improve our processes, your feedback will be reviewed and a personal response provided. This form may be completed and emailed to info@danc.org or mailed to:

Development Authority of the North Country
Attn: Public Complaint
317 Washington Street
Watertown, NY 13601
(315) 785-2593

Today's Date: _____

Contact Information (Name, phone, address): _____

Date(s) of issue: _____ **Is this a repeat complaint?** Yes No

1) Location of issue (if applicable): _____

2) **Is there perceived harm to public health or the environment from the source of the complaint (check one)?** Yes No

If this is a human health emergency please call 911. If this is an environmental emergency contact the NYSDEC at 1-800-847-7332. Service complaints shall be directed to (315) 785-2593.

Brief description of complaint: _____

Desired resolution? _____

FOR INTERNAL USE ONLY

Date reviewed: _____

Action taken: _____

Recorded by: _____

Directed to: _____

File the completed form electronically.

Appendix B Complaints Process Flowchart

