3-04/030.05 - Department Procedures for Responding to Complainant Dissatisfaction - Department Service Reviews

Every public complainant whose complaint is handled by means of a service review shall be sent a letter, signed by the concerned unit commander, providing feedback on the outcome of the review. The letter will inform the complainant that if he/she is dissatisfied with the results of the review, the complainant may contact the unit commander within 10 business days of the date of the letter.

If the complainant chooses to discuss his dissatisfaction with the unit commander, the unit commander shall evaluate the complainant's explanation for his/her dissatisfaction with the review. In response, the unit commander shall determine whether or not the review already conducted has been thorough and fair and do one of the following:

- Discuss the review with the dissatisfied complainant in an effort to alleviate their concerns;
- Personally conduct a conflict resolution session with the dissatisfied complainant and the concerned employee;
- Order additional steps to be taken to complete the review process; and
- Initiate an administrative investigation, if appropriate.