



# Standard Operating Procedure

Department: Administration	Issue Date: 1/26/2015	SOP # 102-07-003	Resolution # 2018
Title: Compliments – Suggestions - Complaint Investigations		Approved by: Mayor and Council	

I. **Purpose**

To establish a standard procedure for 1) recognition of exceptional employee performance or service, 2) review of suggestions or 3) the investigation of citizen complaints.

II. **Policy**

It shall be the policy of the Borough of New Providence to acknowledge exemplary behavior by borough employees, review the feasibility of suggestions and to investigate any complaints concerning quality of service or employee conduct. All compliments, complaints or suggestions shall be forwarded to the Borough Administrator for review and/or investigation.

Exemption: Police Department - Compliments - Complaints or Suggestions about police personnel or police operations shall be directed to the Chief of Police.

III. **Procedure – Compliments**

- Citizens who wish to commend an employee for exemplary service or providing assistance “above and beyond” may contact the Borough Administrator in any of the following manners.
  - 1) Send a letter.
  - 2) Send an e-mail.
  - 3) Complete and send a “Compliment – Complaint – Suggestion” form.
- Upon receipt of an employee “Commendation”, the following shall occur:
  - 1) A copy shall be forwarded to the employee.
  - 2) A copy shall be forwarded to the employee’s supervisor.
  - 3) A copy shall be placed in the employees personnel file.
  - 4) A copy shall be forwarded to the Mayor and Council.

IV. **Procedure – Complaints**

- All employees, elected and appointed officials shall direct all concerns or complaints about borough operations or employees to the Borough Administrator.
- Citizens who wish to report a concern about service or a complaint about employee conduct shall complete the “Compliment – Complaint – Suggestion” form and forward it to the Borough Administrator.
  - 1) The Borough Administrator shall initiate an investigation into the complaint or allegations.
  - 2) Interviews shall be conducted with the complainant, the employee and other witnesses as deemed appropriate by the investigating authority.
  - 3) Any documents, e-mails or other correspondence relevant to the investigation shall be submitted to or requested by the investigating authority.
  - 4) Upon completion of the investigation, a report shall be filed and action shall be taken as deemed appropriate by the Borough Administrator.

V. **Procedure – Suggestions**

- The Borough is always interested in ideas or suggestions that improve service levels enhance programs or provide for cost efficiencies.
  - 1) Citizens who wish to make suggestions concerning municipal services may submit a “Compliment – Complaint – Suggestion” form, or write a letter or e-mail to the Borough Administrator.
    1. The Borough Administrator shall consider the viability of the suggestion and review the idea with the appropriate department head or employee.
    2. Upon the determination that the idea is viable, the Borough Administrator shall share the idea with the appropriate member of the governing body.
    3. If appropriate, the Council member may share the idea with other members of the Governing Body.
    4. If the idea or suggestion is implemented, the person making the suggestion shall be advised.

Reviewed: 12-15-16  
12-19-17