



Millcreek Promise Health Coalition Complaint Policy

1. Purpose

The purpose of this policy is to create a consistent, uniform process that promptly and effectively addresses program and service delivery concerns raised by members of the Millcreek Promise Health Coalition (“Coalition”) while contributing to the continuous improvement of City operations. As such, Millcreek strives to increase customer satisfaction for those participating in the Coalition by:

- providing a fair complaint procedure, which is clear and easy to use by any participant on the Coalition wishing to make a complaint;
- providing timely and accurate response(s) to complaints; and
- identifying and recognizing criticisms as opportunities to improve Coalition service levels and accomplishments.

2. Complaint Definition and Applicability

For purposes of this policy, a complaint is defined as an expression of dissatisfaction related to the programs, services, facilities, or members of the Coalition. Examples of complaints covered under this policy include but are not limited to, a denial of services, exclusion from programs, or inadequacies or inequities in the programs and services provided by the Coalition.

This policy does not address:

- Inquiries
- Requests for service
- Feedback or suggestions with the aim of improving services, programs, or processes
- Compliments
- Requests for accommodations
- Criticisms or anonymous complaints
- Issues addressed by legislation, an existing municipal by-law, policy, or procedure
- Decisions made by the City Council
- Internal employee complaints
- Non-municipal services
- Matters handled by tribunals, courts of law, etc.

For example, a request made to the Coalition for a specific service such as adding a new afterschool program would not qualify as a complaint under this policy.

3. Types of Complaints and Procedures

All complaints, formal or informal, should be filed within thirty (30) calendar days.

- A. **Informal Complaints** – It is encouraged that individuals and members of the Coalition work together to resolve issues or concerns before they become formal complaints. Informal complaints may be made in-person, by phone, e-mail, or letter.
- B. **Formal Complaints** - A formal complaint may be submitted by following the process described below. This will result in a case creation, investigation, and decision.

Filing a Complaint

Formal complaints must be emailed to hrinfo@millcreekut.gov or mailed to 1330 E Chambers Ave, Millcreek, UT, 84106, Attention: Human Resources Department, and must include the following information to be considered:

- Contact information of the complainant
- Type of complaint
- Details of the complaint (e.g., location, date of occurrence, name(s) of employee(s) involved, resolution requested, enclosures, etc.)

Upon receipt, the City will assess whether the complaint falls within the guidelines outlined under the *Complaint Definition and Applicability* section of this policy. If determined to be valid, the City will assign a case number to the complaint and will acknowledge the complainant in writing within seven (7) business days of submission.

Investigation

All complaints will be investigated by the Department Head overseeing the Coalition. Complaints made against the Department Head shall be investigated by the City Manager or the City Manager's designee. If a complaint is made against the City Manager, the Mayor will investigate and may consult with the City Council or secure third-party investigative services. The designated investigator shall review the issues identified by the complainant and any relevant legislation, policies, or procedures that may be applied to address the complaint or to improve Coalition operations. As part of the investigation, all involved parties (complainant, employee, etc.) may be interviewed by the investigator. Complainants should be aware that certain circumstances may indirectly identify them during an investigation.

A complaint may be considered vexatious or frivolous if it is pursued in a manner that is reasonably perceived by City staff to be malicious, intended to embarrass or harass the recipient, or intended to be a nuisance. Where the complaint is considered frivolous and/or vexatious, or there appears to be a pattern of frivolous and/or vexatious requests, the City Manager or the City Manager's designee may deem the file closed.

Decision

A decision will be made within thirty (30) calendar days after written acknowledgement of the complaint. The designated investigator will provide the complainant a written response outlining the results of the investigation into the complaint. The response shall note whether the complaint was substantiated and includes any actions the Coalition may take as a result of the complaint. If the designated investigator is unable to provide a response within thirty (30) calendar days, the complainant shall be notified of the delay and provide an estimate of when a response will be provided.

Appeal

Once Millcreek has communicated the decision, the decision is final and there is no appeal process at the city level. In the event a complaint cannot be resolved through the Coalition's complaint process, the complainant may contact the Salt Lake County Health Department to appeal the decision.

4. Administration, Records Management, and Privacy

Administration

All formal complaints will be assigned a case number and will be logged, along with any relevant details pertaining to the case, in a secure location on the City's shared electronic storage drive.

Additionally, Millcreek will:

- a. Contact the complainant within seven (7) calendar days to acknowledge receipt of the complaint and provide the case number for reference purposes.
- b. Clarify the complaint with the complainant obtaining additional detail, if necessary.
- c. Transfer the complaint to the appropriate department.
- d. Inform the complainant in writing of the decision within 30 calendar days.

Records Management

All records relating to the complaint will be kept securely and maintained in accordance with Utah's Government Records Access and Management Act (GRAMA) and the City's record retention schedule.