

City of Sandy Complaint Procedure

Any person who believes they have experienced an infringement of their civil rights under Federal Law may file a complaint using any of the four methods listed below. The City of Sandy investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Methods of filing a complaint:

- 1) Call City Hall at 503-668-5533
- 2) E-mail the recorder@ci.sandy.or.us
- 3) Come into City Hall located at 39250 Pioneer Blvd. Sandy, OR 97055
- 4) Mail written complaint to 39250 Pioneer Blvd. Sandy, OR 97055

The Human Resources Director will investigate the complaint and make a determination. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Complainant will be notified of resolution.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of an alleged infringement of civil rights must be filed, in writing, within 60 calendar days of the initial resolution. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the initial resolution inappropriate is recommended.

The City Manager will set a mutually agreed-upon time and place for the review process with the applicant and/or representatives within 30 days of request. The applicant can waive personal appearance in preference of a phone review followed by written determination. The applicant may submit documents or other information to be included with the record and considered in the review process. A record of the review will be kept, as determined by the City Manager. Anyone needing special accommodations may contact the City at 503-668-5533 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.