



# Birch Run Township

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## **Why a Complaint Form?**

Citizens have a right to register complaints regarding the conduct of Township employees. Citizens also have a right to complain about policies and procedures of the Township. This form exists to document citizen complaints and the response of the Township. It is hoped that this process will help to improve the services of the Township to all residents and property owners.

## **Impartial Review and Fairness...That's the Goal!**

Birch Run Township adheres to a policy of investigating all allegations of misconduct or complaints regarding employees, policies or procedures of the Township. The goal of the Township is to ensure that objectivity, fairness, consistency and justice is assured by a thorough impartial investigation and/or review of your complaint.

Unless the complaint and allegation is of such magnitude that it requires additional time for review, all complaints will be resolved as soon as possible. During the course of the investigation, the Township Board or their designee will notify you concerning the status of your complaint. The Township Board will notify you of the findings of the investigation and/or review of the Township. However, the Township cannot, by law, discuss any individual personnel actions that may result from your complaint.