

## Resident/Board Member Complaint Policy

In order to create an equitable means of acknowledging and processing Residents' and Board complaints and concerns, the Select Board enacts the following policy:

All complaints and concerns made by any resident must be;

1. In writing,
2. Signed, and
3. Dated
4. With contact information.

All complaints and concerns must be submitted to the Select Board through their Administrative Assistant.

Complaints and concerns not meeting these requirements shall not be considered.

The Select Board may place such written complaints on an agenda, at their discretion, to be discussed in a public forum.

Any action to be taken in response to any such written complaint or concern shall be by a vote of the Select Board.

If at any time, there becomes an electronic option to file a complaint, the same criteria shall apply.