

Contacts for Complaint Resolution

If someone (complainant) has a complaint regarding a public servant, every effort should be made to attempt to resolve the complaint. The process is slightly different depending on whether the complaint is regarding a member of an elected or appointed board or is an employee.

For complaints involving appointed boards:

- Zoning Board of Adjustment (ZBA)
- Conservation Commission
- Community Energy Committee
- Cable Committee
- Capital Improvements Plan Committee (CIP)
- Hazard Mitigation
- Emergency Management
- Historic District Commission
- Highway Safety Committee
- Joint Loss Safety Committee
- Technical Review Committee (TRC)

Complainants should make an effort to resolve a concern that involves one of the above boards/committees/commissions by going to that organization to resolve the concern.

If the Complainant is not able to resolve the concern, then the next step is to go to the organization that appointed the members of that board/committee/commission. This would generally be the Board of Selectmen.

If the Complainant is not able to resolve the concern, then the next step is to go to the Ethics Committee.

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For complaints involving elected boards:

- Board of Selectmen
- Planning Board
- Budget Committee
- Trustees of the Trust Funds
- Library Trustees
- Supervisors of the Checklist
- Cemetery Trustees

Complainants should make an effort to resolve a concern that involves one of the above boards/committees/commissions by going to that organization to resolve the concern.

If the Complainant is not able to resolve the concern, then the next step is to go to the Ethics Committee.

For Complaints Involving Employees:

Complainants should contact the employees supervisor to attempt resolution.

If that is not successful, then the complainant should contact the Town Manager to attempt resolution.