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1.0 PURPOSE:

To describe the policies and procedures followed by the Department of Public Works Department dealing with complaints and requests for service.

2.0 ORGANIZATIONS AFFECTED:

This policy applies to the Department of Public Works Department and to the general public.

3.0 POLICY:

It is the general policy of the Department of Public Works Department to respond courteously and promptly to all requests for service and complaints.

4.0 REFERENCES:

City of West Allis Revised Municipal Code

5.0 PROCEDURES:

5.1 RESPONSIBILITY

The Department of Public Works Department shall be responsible for administering the program associated with the response to requests for service and complaints.

5.2 GENERAL POLICIES - FIELD SERVICES

5.2.1 All complaints regarding activities of the Department of Public Works Department shall be referred to the Administrative Office.

5.2.2 Requests for service shall be routed to the Administrative Office.

5.2.3 If work must be done in response to a complaint and/or request for service, a Public Works Supervisor will issue a service requesteard which is the "work order" form for the task assignment. After the work has been completed, the Supervisor responsible for completing the assigned task completes the service requesteard form and copies are returned to the Administrative Office.

5.2.4

Requests and/or complaints from the Mayor and City Council shall be given priority treatment and an inter-office memo shall be prepared for the elected official, initiating a request so that they will know when and what the disposition of their request has been.