

OFFICIAL

**BOROUGH OF FORD CITY
RESOLUTION NO. 8- 2024**

**A RESOLUTION OF COUNCIL, BOROUGH OF FORD
CITY, ARMSTRONG COUNTY, PENNSYLVANIA,
ESTABLISHING A POLICY CONTAINING PROCEDURES
FOR THE SUBMISSION AND REVIEW OF CITIZEN
COMPLAINTS.**

WHEREAS, from time to time, complaints arise from citizens of the Borough of Ford City (“Borough”) regarding various issues including, but not limited to, code violations, personnel complaints, and public works complaints; and

WHEREAS, the Borough affords citizens the ability to submit said complaints in writing to the Borough for notification purposes, and if appropriate, resolution; and

WHEREAS, the Borough takes complaints by citizens seriously; and

WHEREAS, Borough Council desires to establish a written policy containing procedures for the processing and administration of citizen complaints.

NOW, THEREFORE, BE IT RESOLVED, the Council of the Borough of Ford City hereby resolves as follows, placing into immediate effect the Citizen Complaint Policy identified below, and incorporating the above recitals by reference:

SECTION 1. Citizen Complaint Policy.

- 1) **Purpose**. The purpose of this policy is to establish guidelines for the submission and handling of citizen complaints in the Borough, ensuring transparency, accountability, and responsiveness to residents’ and taxpayers’ concerns.
- 2) **Applicability**. This policy does not apply to complaints regarding: (i) a decision of Borough Council; (ii) internal employee complaints, (iii) matters addressed by legislation or an existing federal, state, or local law, ordinance, resolution, or regulation, and (iv) matters that are handled by tribunals, courts of law, quasi-judicial boards, etc.
- 3) **Availability of Complaint Forms**. Citizen complaint forms shall be made available to residents through the Borough website and in person at the Borough office.
- 4) **Complaint Form Completion and Submission Process**. Residents may submit completed complaint forms addressed to the Borough Manager in the following way:

By Mail: PO Box 112
 Ford City, PA 16226

In Person: 1000 4th Ave
Ford City, PA 16226

By Email: fcboromgr@gmail.com

Incomplete forms shall not be accepted. To be considered complete, the form must include (i) the complainant's name, (ii) the complainant's contact information, and (iii) a description of the complaint. Citizens are also encouraged to include or attach with their form any supporting documentation or evidence, if applicable.

- 5) Borough Processing of a Complaint. Upon receipt of a complaint form, the Borough shall make every effort to acknowledge receipt within five (5) business days via email or written correspondence, confirming that the complaint is under review. The Borough shall then promptly investigate all complaints received, assigning responsibility for investigation to the appropriate department or personnel. Complaints shall be addressed in a timely manner, and if deemed appropriate, in the sole discretion of the Borough Manager and/or Council President, efforts shall be made to resolve issues or provide a response to the complainant within fifteen (15) business days of receipt.
- 6) Council Member Utilization of Complaint Form. Council members are required to utilize the Borough's complaint form when submitting complaints on behalf of constituents or raising concerns regarding Borough matters. Council members shall follow the same submission process outlined for residents, ensuring all necessary information is provided for proper review and investigation.
- 7) Confidentiality and Privacy. The Borough shall handle all complaint forms and information contained therein with the utmost respect for privacy, and, unless required by law (including the Pennsylvania Right-to-Know Law), subpoena, or legal order, will make reasonable efforts to ensure that personal information contained within the complaint form is not disclosed to the public.
- 8) Review and Reporting. Borough Council shall periodically review citizen complaint forms and data to identify trends, systemic issues, or areas for improvement in service delivery or responsiveness to residents' and taxpayers' concerns.

SECTION 2. Nothing contained in this Resolution is meant to restrict or diminish the authority vested in Borough Council by the Borough Code or other state or federal law. To the extent anything contained in this Resolution conflicts with any provision of the Borough Code or other state or federal law, the Borough Code or other state or federal law shall control.

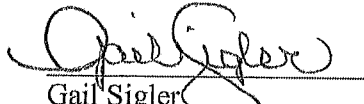
SECTION 3. All prior resolutions are hereby repealed in whole or in part to the extent inconsistent herewith.

SECTION 4. This Resolution shall take effect immediately, unless otherwise provided by applicable law.

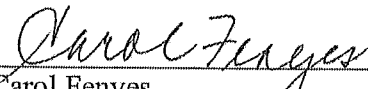
RESOLVED AND APPROVED this 25th day of March, 2024 by the Council of the Borough of Ford City in lawful session duly assembled.

ATTEST

BOROUGH OF FORD CITY



Gail Sigler
Borough Secretary

By: 

Carol Fenyes
President, Borough Council

(SEAL)