

August 17, 2005

Regular Meeting of
September 13, 2005

Mayor and Members
of the City Council

REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS

Recommendation: To receive and file the report.

Complaint/Survey Summary

The department names listed in this summary have been abbreviated (CR = Community Resources, CS = Community Services, and PD = Police Department). This summary report includes all personnel complaints received by the City Clerk from the 16th of July through the 15th of August, 2005. No customer service surveys were received during this period.

The following summarizes the three complaints received:

<u>Dept(s)</u>	<u>Date Rec'd</u>	<u>Complaint</u>	<u>Investigation Complete/Resolved</u>
CS	07-20-05	Unprofessional behavior	08-16-05
CR	08-08-05	Unprofessional conduct	Under review
PD	08-09-05	Unprofessional conduct	Under review

Elaine Doerfling, City Clerk

Noted:

Stephen Burrell, City Manager