

Town of Malden Grievance Procedure

The Grievance Procedure may be used by anyone who wishes to file a complaint in regard to the provision of services, activities, programs, or benefits by the Town of Malden.

1. The complaint should be in writing and contain information about the complaint such as name, address, phone number of complainant and location, date, and description of the problem.
2. Submit complaints to the mayor for resolution. A record of the complaint and action taken will be maintained. A decision by the mayor will be rendered within 15 days. Send complaint to:

**Town of Malden
P O Box 248
Malden, WA 99149**

3. If the complaint cannot be resolved to your satisfaction by the mayor:
 - It will be forwarded to the grievance committee appointed by the town council. This committee's membership, its ground rules or procedures for hearing complaints, and how the committee can be contacted, will be available to the public. The committee will be directed to hear such complaints in an objective, public manner, and after adequate public notice. A written decision will be made within 30 working days. Proceedings of the committee will be recorded and maintained.

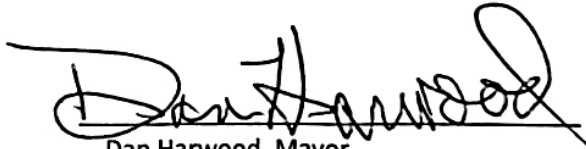
OR

 - The complaint will be heard and discussed by the town council at an open public meeting. A written decision will be made within 30 working days. The decision of the town council is final.
4. A record of action taken on each complaint will be maintained as a part of the records or minutes at each level of the grievance process.

Adopted this 11th day of May 2021

ATTESTED BY:


Micki Harnois, Clerk/Treasurer


Dan Harwood, Mayor