

**NORTH SLOPE BOROUGH  
BOROUGH-WIDE POLICY**

**Title:** Compliments, Suggestions & Complaints Policy  
**Application:** General Public  
**Issued By:** Charlotte E. Brower, Mayor   
**Recommended By:** Policy Review Committee  
**Approved By:** \_\_\_\_\_  
**Effective Date:** September 29, 2000  
**Revised Date:** April 2, 2013  
**Policy Number:** 07-00

**PURPOSE**

To provide a uniform method to register a formal or informal complaint, express concerns, and provide suggestions or compliments regarding North Slope Borough employees, operations or services that may or may not require corrective action, acknowledgement or follow-up.

**POLICY**

The North Slope Borough will accept compliments, suggestions and complaints regarding its employees, operations and services. All compliments, suggestions, and complaints will be logged and maintained at the relevant department for a minimum of three years. The North Slope Borough will acknowledge receipt of all complaints in writing within 10 working days. Investigations of complaints will be conducted and a written response as to the findings will be made within 60 days.

In accordance with Title VI of the Civil Rights Act of 1964,

No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

The North Slope Borough receives federal financial assistance for programs and services related to education; health care; social services; public transportation; natural resources and the environment; employment and job training; housing and community development; law enforcement; and fish and wildlife.

**PROCEDURES**

1. All offices that provide services to the public shall make available, in a visible location, the uniform North Slope Borough Compliment, Suggestion, Complaint Form attached to

this policy.

2. The general public is encouraged to submit completed forms to the affected department directly. Staff who receive a completed form must forward the form to the Department Director or his/her designee.
3. Each department is responsible for developing a system to receive, log, record, and follow up on all forms received.
4. The Department Director or his/her designee is responsible for acknowledging in writing receipt of all complaint forms within ten (10) working days of receipt. Investigations of complaints will be conducted and a written response as to the findings will be done within sixty (60) days.
5. Department Directors are encouraged to forward all compliments to the affected employee, their supervisor(s), individual supervisory file at the department, and the employee's personnel file.
6. Findings resulting from investigations of a complaint, along with the form submitted, shall be copied and forwarded to the Chief Administrative Officer.
7. The submitter shall receive a letter informing them of the department's findings.
8. If the findings result in disciplinary action against an employee, the submitter shall be told only that the complaint was substantiated and that the Borough will take appropriate action. The submitter has the option to contact the CAO for further review.
9. NSB employees who wish to file work-related complaints must use the grievance procedures outlined in the NSB Personnel Rules and Regulations.
10. Individuals filing a complaint involving alleged violations of Title VI of the Civil Rights Act related to the provision of programs or activities available with federal financial assistance should submit the form directly to the NSB Mayor's Office.
  - a. Complaints may be mailed to P.O. Box 69 or delivered to 1274 Agvik Street in Barrow, Alaska, 99723.
  - b. Once received by the Mayor's Office, complaints are reviewed and the allegations are investigated. The Mayor's Office will attempt to resolve any violations and institute corrective actions.
11. Individuals may also file a Title VI complaint directly with the federal agency providing financial assistance or by contacting the U.S. Department of Justice:

Coordination and Review Section NWB  
Civil Rights Division  
U.S. Department of Justice  
Pennsylvania Ave NW  
Washington, D.C. 20530  
(202) 307-2222 (voice)  
(202) 307-2678 (TDD)



**NORTH SLOPE BOROUGH**  
**CITIZEN'S**  
*Compliment- Suggestion - Complaint*  
**FORM**

Please complete this form for any comments, compliments, complaints or suggestions you may have that may require acknowledgement, corrective action or follow-up. Please return this form to the Department Director, who will provide you with a written acknowledgement within ten (10) working days. A written response on findings will be completed within sixty (60) days. Title VI complaints should be sent or delivered to the Mayor's Office for investigation in accordance with policy NSB 07-00.

Approximate Date of Incident/Situation: \_\_\_\_\_ Village/Location: \_\_\_\_\_

NSB Department or Division (if applicable): \_\_\_\_\_

Details of the situation/suggestion (attach separate sheet if necessary):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

What would you consider a satisfactory resolution/response to this situation/suggestion?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Have you previously contacted anyone about this situation/suggestion?  Yes  No  N/A

\_\_\_\_\_  In Person  Telephone  
 Person Contacted Date Contacted  Written

What was this person's response/reply? (if applicable): \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 Your Signature

\_\_\_\_\_  
 Date Signed

Would you like to be contacted by a NSB Representative on this issue?  Yes  No

Your Contact Information (please print):	Would you prefer to be contacted by:
_____	<input type="checkbox"/> Telephone <input type="checkbox"/> In Person
Name	<input type="checkbox"/> Written
_____	
Mailing Address	Contact Phone Number(s)
_____	_____