



Schwenksville Borough
140 Main Street
Schwenksville, PA 19473
Gail@schwenksville-pa.org

Interim-Administrative Complaint & Suggestion Procedure

1. All complaints must be on the Borough Complaint Form and signed by the person filing the complaint. The type of complaint must be indicated. Suggestions will be taken under advisement. Repairs or replacements will be evaluated and prioritized; and scheduled if determined appropriate and feasible. Code Enforcement Action will be evaluated as needed.
 - a. Repair/Maintenance/Replacement Requested
 - b. Code Violation
 - c. Improvement Suggested
 - d. Change of Procedure Suggested
2. Complaints will be accepted in Electronic Form, as long as they are submitted on the Borough Complaint Form, or include the identical information as requested on the Borough Complaint Form, and an electronic signature.
3. Complaints & Suggestions shall be filed with the Borough Secretary who shall maintain a directory of all complaints and suggestions. Any complaints/suggestions forwarded to Council directly shall be responded to with a request for the form to be completed and submitted to the Borough Secretary or forwarded to the Secretary with a request to contact the submitter for the same purpose. Personnel Complaints directed to Council are to be addressed by Council as they see fit. Response to all other complaints and suggestions may include but is not limited to the following:
 - a. Immediate Action to repair, replace or fix due to significant public safety concern.
 - b. A work order to repair, replace, fix or address as time and scheduling permits.
 - c. A note to a file for future consideration when funding or timing move the issue up on a priority action list.
 - d. A thank you for sharing the suggestion or opinion, but no change is directed.
 - e. Directing the request to the Borough Council or appropriate advisory board for consideration.
 - f. Directed to Code Enforcement/Zoning Enforcement for possible action.
 - g. Responding to the requestor with information on who the appropriate agency to contact is if not the Borough.
4. The Borough will endeavor to respond within 10 business days to the contact using the contact information provided with a response that gives clear indication that the complaint was received and evaluated and what, if any, action is to be taken.
5. All citizens have the right to take their complaints, requests and suggestions directly to Borough Council at a public meeting; however, if these complaints, requests and suggestions are made verbally at a Council Meeting, a form should be completed and submitted to the Borough Secretary thereafter to be recorded as a formal complaint and processed administratively. Likewise, any complaints submitted electronically that do not include the same information as included on the form shall be returned