

Millington Township Formal Complaint Policy

I. Purpose

The purpose of this policy is to provide a clear, fair, and consistent process for residents and stakeholders to file formal complaints regarding township services, personnel, or operations, and to ensure such complaints are resolved efficiently.

II. Definitions

- **Formal Complaint:** A detailed letter/email that identifies a specific grievance.
- **Complainant:** The person or entity filing the complaint.

III. Submission Process

1. **Form Requirement:** Complaints should be submitted in writing to the Township Clerk or Township Supervisor.
2. **Required Information:** To be processed, a complaint must include:
 - Full name and contact information of the complainant.
 - Date, time, and location of the incident (if applicable).
 - Detailed description of the issue.
 - Desired resolution or outcome.

IV. Step-by-Step Handling Procedures

Step 1: Initial Review and Acknowledgment

- **Timeline:** Within **5 business days** of receipt.
- **Action:** The Clerk or Supervisor shall acknowledge receipt of the complaint in writing.
- **Routing:** Complaints regarding specific departments are routed to the Department Head.
 - Complaints regarding township employees are routed to the Clerk.
 - Complaints regarding a Board Member may require review by the Township's legal counsel.

Step 2: Investigation

- **Timeline:** Generally completed within **45 days**.
- **Action:** The township attorney will gather facts, interview relevant parties, and review township records.
- **Confidentiality:** While the township strives for discretion, complainants should be advised that most records are subject to disclosure under the [Michigan Freedom of Information Act \(FOIA\)](#).

Step 3: Response and Resolution

- **Action:** A written "Final Disposition" letter will be sent to the complainant. Typical outcomes include:
 - **Sustained:** Evidence supports the allegation; corrective action will be taken.
 - **Not Sustained:** Insufficient evidence to prove or disprove the allegation.
 - **Unfounded:** The allegation is false or not factual.
 - **Exonerated:** The incident occurred, but the actions taken were lawful and proper.

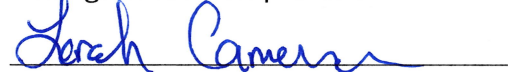
Step 4: Board Notification / Appeal

- If the complainant is unsatisfied with the staff-level resolution, they may request the matter be placed on a [Township Board Meeting agenda](#).
- **Note:** Under the [Open Meetings Act](#), the board may move into **Closed Session** to hear complaints against an employee *only* if that employee requests a closed hearing. Otherwise, the discussion must happen in open session.

This policy shall be recorded in the minutes and kept on file with the Township Clerk.

Adopted: May 18, 2026

Millington Township Clerk:



Lorah Cameron